**Corrections**

## First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

| Customer Company | Assigned Group | Assigned to Individual | Top Number - Total Incidents Bottom Number - First Contact Resolution | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| | | | Critical | High | Low | Medium | FCR Total |
| Corrections | Application Services | Danielle Hood | 0 0 | 0 0 | 7 0 | 0 0 | 7 0 |
| | | Dustin Crump | 0 0 | 0 0 | 6 0 | 0 0 | 6 0 |
| | | Martin Gonzalez | 0 0 | 0 0 | 5 5 | 0 0 | 5 5 |
| | | Tony Larsen | 0 0 | 0 0 | 1 0 | 0 0 | 1 0 |
| | | **Assigned to Individual Total** | 0 0 | 0 0 | 19 5 | 0 0 | 19 5 |
| | Capitol Desktop Support | Joshua Furgason | 0 0 | 0 0 | 1 1 | 0 0 | 1 1 |
| | | **Assigned to Individual Total** | 0 0 | 0 0 | 1 1 | 0 0 | 1 1 |
| | Capitol Hosting | Kyle Burkhardt | 0 0 | 0 0 | 1 0 | 0 0 | 1 0 |
| | | **Assigned to Individual Total** | 0 0 | 0 0 | 1 0 | 0 0 | 1 0 |
| | Enterprise Security | Dan Cook | 0 0 | 0 0 | 1 0 | 0 0 | 1 0 |
| | | **Assigned to Individual Total** | 0 0 | 0 0 | 1 0 | 0 0 | 1 0 |

# Enterprise Incident Report December 2012

## As of 1/2/2013

**Corrections**

| | | | Critical | High | Low | Medium | FCR Total |
|---|---|---|---|---|---|---|---|
| Corrections | Help Desk | Brenda Treadway | 0 0 | 0 0 | 4 4 | 0 0 | 4 4 |
| | | Eileen Dubach | 0 0 | 0 0 | 3 3 | 0 0 | 3 3 |
| | | James Stearns | 0 0 | 0 0 | 5 5 | 0 0 | 5 5 |
| | | Julie VanBeekum | 0 0 | 0 0 | 4 4 | 0 0 | 4 4 |
| | | Sarah Johnson | 0 0 | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Vicky Marrelli | 0 0 | 0 0 | 3 3 | 0 0 | 3 3 |
| | | **Assigned to Individual Total** | 0 0 | 0 0 | 20 19 | 0 0 | 20 19 |
| | Metro A Help Desk | Liz Evans | 0 0 | 0 0 | 3 3 | 0 0 | 3 3 |
| | | **Assigned to Individual Total** | 0 0 | 0 0 | 3 3 | 0 0 | 3 3 |
| | Metro B Help Desk | Val Shepherd | 0 0 | 0 0 | 1 1 | 0 0 | 1 1 |
| | | **Assigned to Individual Total** | 0 0 | 0 0 | 1 1 | 0 0 | 1 1 |
| | Metro C Desktop Support | Benjamin Moore | 0 0 | 1 0 | 8 0 | 0 0 | 9 0 |
| | | Ed Radke | 0 0 | 0 0 | 7 2 | 0 0 | 7 2 |
| | | Jeff Curtis | 0 0 | 0 0 | 8 0 | 0 0 | 8 0 |

## Corrections

| | | | Critical | High | Low | Medium | FCR Total |
|---|---|---|---|---|---|---|---|
| Corrections | Metro C Desktop Support | Ken Knobel | 0<br>0 | 0<br>0 | 8<br>0 | 0<br>0 | 8<br>0 |
| | | Tammy Black | 0<br>0 | 0<br>0 | 10<br>6 | 0<br>0 | 10<br>6 |
| | | Troy Buchanan | 0<br>0 | 0<br>0 | 29<br>15 | 0<br>0 | 29<br>15 |
| | | **Assigned to Individual Total** | 0<br>0 | 1<br>0 | 70<br>23 | 0<br>0 | 71<br>23 |
| | Metro C Help Desk | Chris Olson | 0<br>0 | 0<br>0 | 8<br>4 | 0<br>0 | 8<br>4 |
| | | Cindy Romrell | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Cliff Jensen | 0<br>0 | 0<br>0 | 74<br>74 | 0<br>0 | 74<br>74 |
| | | Reed Stohel | 0<br>0 | 0<br>0 | 116<br>103 | 0<br>0 | 116<br>103 |
| | | Ross Owen | 0<br>0 | 0<br>0 | 73<br>59 | 0<br>0 | 73<br>59 |
| | | **Assigned to Individual Total** | 0<br>0 | 0<br>0 | 272<br>241 | 0<br>0 | 272<br>241 |
| | Metro C Hosting | Dana McDonald | 1<br>0 | 0<br>0 | 3<br>1 | 0<br>0 | 4<br>1 |
| | | Jonathan Foster | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Robert England | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 1<br>0 | 0<br>0 | 6<br>1 | 0<br>0 | 7<br>1 |

## Corrections

| | | | Critical | High | Low | Medium | FCR Total |
|---|---|---|---|---|---|---|---|
| Corrections | Network Operations | Brant Davis | 0 0 | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Brian Chatwin | 0 0 | 0 0 | 1 0 | 0 0 | 1 0 |
| | | **Assigned to Individual Total** | 0 0 | 0 0 | 2 0 | 0 0 | 2 0 |
| | Rural Central Desktop Support | Jay Barfuss | 0 0 | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Jessica Purcell | 0 0 | 0 0 | 2 0 | 0 0 | 2 0 |
| | | Paul Petersen | 0 0 | 0 0 | 9 2 | 0 0 | 9 2 |
| | | Ron LeBaron | 0 0 | 0 0 | 9 5 | 0 0 | 9 5 |
| | | Todd Hardy | 0 0 | 0 0 | 1 1 | 0 0 | 1 1 |
| | | **Assigned to Individual Total** | 0 0 | 0 0 | 22 8 | 0 0 | 22 8 |
| | Rural North Desktop Support | Kelly Warren | 0 0 | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Kim Ratushniak | 0 0 | 0 0 | 23 23 | 0 0 | 23 23 |
| | | Neil Smedley | 0 0 | 0 0 | 2 0 | 0 0 | 2 0 |
| | | Ruston McKay | 0 0 | 0 0 | 6 6 | 0 0 | 6 6 |
| | | Ryan Casey | 0 0 | 0 0 | 14 4 | 0 0 | 14 4 |

## Corrections

| | | | Critical | High | Low | Medium | FCR Total |
|---|---|---|---|---|---|---|---|
| Corrections | Rural North Desktop Support | Wayne Higgs | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 0<br>0 | 49<br>33 | 0<br>0 | 49<br>33 |
| | Rural South Desktop Support | Cole Gifford | 0<br>0 | 0<br>0 | 8<br>6 | 0<br>0 | 8<br>6 |
| | | Dan Anthony | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Doug Thornton | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Joel Finlinson | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Julie Christensen | 0<br>0 | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | Lance Nay | 0<br>0 | 0<br>0 | 5<br>4 | 0<br>0 | 5<br>4 |
| | | Lane Adams | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Silas Aitchison | 0<br>0 | 0<br>0 | 3<br>1 | 0<br>0 | 3<br>1 |
| | | **Assigned to Individual Total** | 0<br>0 | 0<br>0 | 27<br>12 | 0<br>0 | 27<br>12 |
| | Storage Services | Robert England | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Strategic Communications | Dennis Rogers | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

**Corrections**

| | | | Critical | High | Low | Medium | FCR Total |
|---|---|---|---|---|---|---|---|
| Corrections | Strategic Communications | Luis Larios | 0 0 | 0 0 | 3 0 | 0 0 | 3 0 |
| | | **Assigned to Individual Total** | 0 0 | 0 0 | 4 0 | 0 0 | 4 0 |
| | Technical Lead/Project Manager | Danielle Hood | 0 0 | 0 0 | 2 0 | 0 0 | 2 0 |
| | | Dustin Crump | 0 0 | 0 0 | 2 0 | 0 0 | 2 0 |
| | | Martin Gonzalez | 0 0 | 0 0 | 8 8 | 1 1 | 9 9 |
| | | Paul Lundell | 0 0 | 0 0 | 2 0 | 0 0 | 2 0 |
| | | **Assigned to Individual Total** | 0 0 | 0 0 | 14 8 | 1 1 | 15 9 |
| | Voice Operations | Romanza Hamblin Sorensen | 0 0 | 0 0 | 4 2 | 0 0 | 4 2 |
| | | **Assigned to Individual Total** | 0 0 | 0 0 | 4 2 | 0 0 | 4 2 |
| | **Assigned Group Total** | | 1 0 | 1 0 | 517 357 | 1 1 | 520 358 |
| **Customer Company Total** | | | 1 0 | 1 0 | 517 357 | 1 1 | 520 358 |

# Enterprise Incident Report December 2012

### As of **1/2/2013**

**Corrections**

## Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

**Top Number - Total Incidents**
**Bottom Number - Missed Inital Response**

| Customer Company | Assigned Group | Assigned to Individual | Critical | High | Low | Medium | MIR Total |
|---|---|---|---|---|---|---|---|
| Corrections | Application Services | Danielle Hood | 0 0 | 0 0 | 7 3 | 0 0 | 7 3 |
| | | Dustin Crump | 0 0 | 0 0 | 6 4 | 0 0 | 6 4 |
| | | Martin Gonzalez | 0 0 | 0 0 | 5 3 | 0 0 | 5 3 |
| | | Tony Larsen | 0 0 | 0 0 | 1 0 | 0 0 | 1 0 |
| | | **Assigned to Individual Total** | 0 0 | 0 0 | 19 10 | 0 0 | 19 10 |
| | Capitol Desktop Support | Joshua Furgason | 0 0 | 0 0 | 1 0 | 0 0 | 1 0 |
| | | **Assigned to Individual Total** | 0 0 | 0 0 | 1 0 | 0 0 | 1 0 |
| | Capitol Hosting | Kyle Burkhardt | 0 0 | 0 0 | 1 0 | 0 0 | 1 0 |
| | | **Assigned to Individual Total** | 0 0 | 0 0 | 1 0 | 0 0 | 1 0 |
| | Enterprise Security | Dan Cook | 0 0 | 0 0 | 1 0 | 0 0 | 1 0 |
| | | **Assigned to Individual Total** | 0 0 | 0 0 | 1 0 | 0 0 | 1 0 |

# Enterprise Incident Report December 2012

## As of 1/2/2013

**Corrections**

| | | | Critical | High | Low | Medium | MIR Total |
|---|---|---|---|---|---|---|---|
| Corrections | Help Desk | Brenda Treadway | 0 0 | 0 0 | 4 0 | 0 0 | 4 0 |
| | | Eileen Dubach | 0 0 | 0 0 | 3 0 | 0 0 | 3 0 |
| | | James Stearns | 0 0 | 0 0 | 5 0 | 0 0 | 5 0 |
| | | Julie VanBeekum | 0 0 | 0 0 | 4 1 | 0 0 | 4 1 |
| | | Sarah Johnson | 0 0 | 0 0 | 1 1 | 0 0 | 1 1 |
| | | Vicky Marrelli | 0 0 | 0 0 | 3 0 | 0 0 | 3 0 |
| | | **Assigned to Individual Total** | 0 0 | 0 0 | 20 2 | 0 0 | 20 2 |
| | Metro A Help Desk | Liz Evans | 0 0 | 0 0 | 3 0 | 0 0 | 3 0 |
| | | **Assigned to Individual Total** | 0 0 | 0 0 | 3 0 | 0 0 | 3 0 |
| | Metro B Help Desk | Val Shepherd | 0 0 | 0 0 | 1 0 | 0 0 | 1 0 |
| | | **Assigned to Individual Total** | 0 0 | 0 0 | 1 0 | 0 0 | 1 0 |
| | Metro C Desktop Support | Benjamin Moore | 0 0 | 1 0 | 8 0 | 0 0 | 9 0 |
| | | Ed Radke | 0 0 | 0 0 | 7 0 | 0 0 | 7 0 |
| | | Jeff Curtis | 0 0 | 0 0 | 8 0 | 0 0 | 8 0 |

# Enterprise Incident Report December 2012
## As of 1/2/2013

**Corrections**

| | | | Critical | High | Low | Medium | MIR Total |
|---|---|---|---|---|---|---|---|
| Corrections | Metro C Desktop Support | Ken Knobel | 0 0 | 0 0 | 8 0 | 0 0 | 8 0 |
| | | Tammy Black | 0 0 | 0 0 | 10 0 | 0 0 | 10 0 |
| | | Troy Buchanan | 0 0 | 0 0 | 29 0 | 0 0 | 29 0 |
| | | **Assigned to Individual Total** | 0 0 | 1 0 | 70 0 | 0 0 | 71 0 |
| | Metro C Help Desk | Chris Olson | 0 0 | 0 0 | 8 0 | 0 0 | 8 0 |
| | | Cindy Romrell | 0 0 | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Cliff Jensen | 0 0 | 0 0 | 74 0 | 0 0 | 74 0 |
| | | Reed Stohel | 0 0 | 0 0 | 116 4 | 0 0 | 116 4 |
| | | Ross Owen | 0 0 | 0 0 | 73 6 | 0 0 | 73 6 |
| | | **Assigned to Individual Total** | 0 0 | 0 0 | 272 10 | 0 0 | 272 10 |
| | Metro C Hosting | Dana McDonald | 1 0 | 0 0 | 3 1 | 0 0 | 4 1 |
| | | Jonathan Foster | 0 0 | 0 0 | 2 0 | 0 0 | 2 0 |
| | | Robert England | 0 0 | 0 0 | 1 0 | 0 0 | 1 0 |
| | | **Assigned to Individual Total** | 1 0 | 0 0 | 6 1 | 0 0 | 7 1 |

# Enterprise Incident Report December 2012
## As of 1/2/2013

**Corrections**

| | | | Critical | High | Low | Medium | MIR Total |
|---|---|---|---|---|---|---|---|
| Corrections | Network Operations | Brant Davis | 0 0 | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Brian Chatwin | 0 0 | 0 0 | 1 0 | 0 0 | 1 0 |
| | | **Assigned to Individual Total** | 0 0 | 0 0 | 2 0 | 0 0 | 2 0 |
| | Rural Central Desktop Support | Jay Barfuss | 0 0 | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Jessica Purcell | 0 0 | 0 0 | 2 0 | 0 0 | 2 0 |
| | | Paul Petersen | 0 0 | 0 0 | 9 0 | 0 0 | 9 0 |
| | | Ron LeBaron | 0 0 | 0 0 | 9 0 | 0 0 | 9 0 |
| | | Todd Hardy | 0 0 | 0 0 | 1 0 | 0 0 | 1 0 |
| | | **Assigned to Individual Total** | 0 0 | 0 0 | 22 0 | 0 0 | 22 0 |
| | Rural North Desktop Support | Kelly Warren | 0 0 | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Kim Ratushniak | 0 0 | 0 0 | 23 1 | 0 0 | 23 1 |
| | | Neil Smedley | 0 0 | 0 0 | 2 0 | 0 0 | 2 0 |
| | | Ruston McKay | 0 0 | 0 0 | 6 0 | 0 0 | 6 0 |
| | | Ryan Casey | 0 0 | 0 0 | 14 1 | 0 0 | 14 1 |

**Corrections**

| | | | Critical | High | Low | Medium | MIR Total |
|---|---|---|---|---|---|---|---|
| Corrections | Rural North Desktop Support | Wayne Higgs | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 0<br>0 | 49<br>2 | 0<br>0 | 49<br>2 |
| | Rural South Desktop Support | Cole Gifford | 0<br>0 | 0<br>0 | 8<br>0 | 0<br>0 | 8<br>0 |
| | | Dan Anthony | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | Doug Thornton | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Joel Finlinson | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Julie Christensen | 0<br>0 | 0<br>0 | 6<br>1 | 0<br>0 | 6<br>1 |
| | | Lance Nay | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | Lane Adams | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Silas Aitchison | 0<br>0 | 0<br>0 | 3<br>1 | 0<br>0 | 3<br>1 |
| | | **Assigned to Individual Total** | 0<br>0 | 0<br>0 | 27<br>3 | 0<br>0 | 27<br>3 |
| | Storage Services | Robert England | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Strategic Communications | Dennis Rogers | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

## Corrections

| Corrections | | | Critical | High | Low | Medium | MIR Total |
|---|---|---|---|---|---|---|---|
| Corrections | Strategic Communications | Luis Larios | 0 <br> 0 | 0 <br> 0 | 3 <br> 0 | 0 <br> 0 | 3 <br> 0 |
| | | **Assigned to Individual Total** | 0 <br> 0 | 0 <br> 0 | 4 <br> 0 | 0 <br> 0 | 4 <br> 0 |
| | Technical Lead/Project Manager | Danielle Hood | 0 <br> 0 | 0 <br> 0 | 2 <br> 2 | 0 <br> 0 | 2 <br> 2 |
| | | Dustin Crump | 0 <br> 0 | 0 <br> 0 | 2 <br> 0 | 0 <br> 0 | 2 <br> 0 |
| | | Martin Gonzalez | 0 <br> 0 | 0 <br> 0 | 8 <br> 3 | 1 <br> 1 | 9 <br> 4 |
| | | Paul Lundell | 0 <br> 0 | 0 <br> 0 | 2 <br> 2 | 0 <br> 0 | 2 <br> 2 |
| | | **Assigned to Individual Total** | 0 <br> 0 | 0 <br> 0 | 14 <br> 7 | 1 <br> 1 | 15 <br> 8 |
| | Voice Operations | Romanza Hamblin Sorensen | 0 <br> 0 | 0 <br> 0 | 4 <br> 0 | 0 <br> 0 | 4 <br> 0 |
| | | **Assigned to Individual Total** | 0 <br> 0 | 0 <br> 0 | 4 <br> 0 | 0 <br> 0 | 4 <br> 0 |
| | **Assigned Group Total** | | 1 <br> 0 | 1 <br> 0 | 517 <br> 35 | 1 <br> 1 | 520 <br> 36 |
| **Customer Company Total** | | | 1 <br> 0 | 1 <br> 0 | 517 <br> 35 | 1 <br> 1 | 520 <br> 36 |

# Enterprise Incident Report December 2012

As of **1/2/2013**

**Corrections**

## Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

**Top Number - Total Incidents**
**Bottom Number -Average time in hours**

| Customer Company | Assigned Group | Assigned to Individual | Critical | High | Low | Medium | ATTIR Total |
|---|---|---|---|---|---|---|---|
| Corrections | Application Services | Danielle Hood | 0<br>0.00 | 0<br>0.00 | 7<br>18.85 | 0<br>0.00 | 7<br>18.85 |
| | | Dustin Crump | 0<br>0.00 | 0<br>0.00 | 6<br>13.19 | 0<br>0.00 | 6<br>13.19 |
| | | Martin Gonzalez | 0<br>0.00 | 0<br>0.00 | 5<br>4.10 | 0<br>0.00 | 5<br>4.10 |
| | | Tony Larsen | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 0<br>0.00 | 19<br>12.19 | 0<br>0.00 | 19<br>12.19 |
| | Capitol Desktop Support | Joshua Furgason | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | Capitol Hosting | Kyle Burkhardt | 0<br>0.00 | 0<br>0.00 | 1<br>0.56 | 0<br>0.00 | 1<br>0.56 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.56 | 0<br>0.00 | 1<br>0.56 |
| | Enterprise Security | Dan Cook | 0<br>0.00 | 0<br>0.00 | 1<br>0.08 | 0<br>0.00 | 1<br>0.08 |

# Enterprise Incident Report December 2012
## As of 1/2/2013

**Corrections**

| | | | Critical | High | Low | Medium | ATTIR Total |
|---|---|---|---|---|---|---|---|
| Corrections | Enterprise Security | Assigned to Individual Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.08 | 0<br>0.00 | 1<br>0.08 |
| | Help Desk | Brenda Treadway | 0<br>0.00 | 0<br>0.00 | 4<br>0.12 | 0<br>0.00 | 4<br>0.12 |
| | | Eileen Dubach | 0<br>0.00 | 0<br>0.00 | 3<br>0.13 | 0<br>0.00 | 3<br>0.13 |
| | | James Stearns | 0<br>0.00 | 0<br>0.00 | 5<br>0.20 | 0<br>0.00 | 5<br>0.20 |
| | | Julie VanBeekum | 0<br>0.00 | 0<br>0.00 | 4<br>14.61 | 0<br>0.00 | 4<br>14.61 |
| | | Sarah Johnson | 0<br>0.00 | 0<br>0.00 | 1<br>1.99 | 0<br>0.00 | 1<br>1.99 |
| | | Vicky Marrelli | 0<br>0.00 | 0<br>0.00 | 3<br>0.04 | 0<br>0.00 | 3<br>0.04 |
| | | Assigned to Individual Total | 0<br>0.00 | 0<br>0.00 | 20<br>3.12 | 0<br>0.00 | 20<br>3.12 |
| | Metro A Help Desk | Liz Evans | 0<br>0.00 | 0<br>0.00 | 3<br>0.00 | 0<br>0.00 | 3<br>0.00 |
| | | Assigned to Individual Total | 0<br>0.00 | 0<br>0.00 | 3<br>0.00 | 0<br>0.00 | 3<br>0.00 |
| | Metro B Help Desk | Val Shepherd | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | Assigned to Individual Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | Metro C Desktop Support | Benjamin Moore | 0<br>0.00 | 1<br>0.17 | 8<br>0.06 | 0<br>0.00 | 9<br>0.07 |
| | | Ed Radke | 0<br>0.00 | 0<br>0.00 | 7<br>0.11 | 0<br>0.00 | 7<br>0.11 |

# Enterprise Incident Report December 2012
## As of **1/2/2013**

**Corrections**

| Corrections | | | Critical | High | Low | Medium | ATTIR Total |
|---|---|---|---|---|---|---|---|
| Corrections | Metro C Desktop Support | Jeff Curtis | 0<br>0.00 | 0<br>0.00 | 8<br>0.04 | 0<br>0.00 | 8<br>0.04 |
| | | Ken Knobel | 0<br>0.00 | 0<br>0.00 | 8<br>0.16 | 0<br>0.00 | 8<br>0.16 |
| | | Tammy Black | 0<br>0.00 | 0<br>0.00 | 10<br>0.19 | 0<br>0.00 | 10<br>0.19 |
| | | Troy Buchanan | 0<br>0.00 | 0<br>0.00 | 29<br>0.02 | 0<br>0.00 | 29<br>0.02 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 1<br>0.17 | 70<br>0.08 | 0<br>0.00 | 71<br>0.08 |
| | Metro C Help Desk | Chris Olson | 0<br>0.00 | 0<br>0.00 | 8<br>0.13 | 0<br>0.00 | 8<br>0.13 |
| | | Cindy Romrell | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | Cliff Jensen | 0<br>0.00 | 0<br>0.00 | 74<br>0.00 | 0<br>0.00 | 74<br>0.00 |
| | | Reed Stohel | 0<br>0.00 | 0<br>0.00 | 116<br>0.10 | 0<br>0.00 | 116<br>0.10 |
| | | Ross Owen | 0<br>0.00 | 0<br>0.00 | 73<br>1.45 | 0<br>0.00 | 73<br>1.45 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 0<br>0.00 | 272<br>0.44 | 0<br>0.00 | 272<br>0.44 |
| | Metro C Hosting | Dana McDonald | 1<br>0.29 | 0<br>0.00 | 3<br>19.49 | 0<br>0.00 | 4<br>14.69 |
| | | Jonathan Foster | 0<br>0.00 | 0<br>0.00 | 2<br>0.21 | 0<br>0.00 | 2<br>0.21 |
| | | Robert England | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |

# Enterprise Incident Report December 2012

## As of **1/2/2013**

**Corrections**

| Corrections | | | Critical | High | Low | Medium | ATTIR Total |
|---|---|---|---|---|---|---|---|
| Corrections | Metro C Hosting | **Assigned to Individual Total** | 1<br>0.29 | 0<br>0.00 | 6<br>9.82 | 0<br>0.00 | 7<br>8.46 |
| | Network Operations | Brant Davis | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | Brian Chatwin | 0<br>0.00 | 0<br>0.00 | 1<br>0.11 | 0<br>0.00 | 1<br>0.11 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 0<br>0.00 | 2<br>0.05 | 0<br>0.00 | 2<br>0.05 |
| | Rural Central Desktop Support | Jay Barfuss | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | Jessica Purcell | 0<br>0.00 | 0<br>0.00 | 2<br>0.40 | 0<br>0.00 | 2<br>0.40 |
| | | Paul Petersen | 0<br>0.00 | 0<br>0.00 | 9<br>0.02 | 0<br>0.00 | 9<br>0.02 |
| | | Ron LeBaron | 0<br>0.00 | 0<br>0.00 | 9<br>0.06 | 0<br>0.00 | 9<br>0.06 |
| | | Todd Hardy | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 0<br>0.00 | 22<br>0.07 | 0<br>0.00 | 22<br>0.07 |
| | Rural North Desktop Support | Kelly Warren | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | Kim Ratushniak | 0<br>0.00 | 0<br>0.00 | 23<br>0.13 | 0<br>0.00 | 23<br>0.13 |
| | | Neil Smedley | 0<br>0.00 | 0<br>0.00 | 2<br>0.19 | 0<br>0.00 | 2<br>0.19 |
| | | Ruston McKay | 0<br>0.00 | 0<br>0.00 | 6<br>0.00 | 0<br>0.00 | 6<br>0.00 |

**Corrections**

| | | | Critical | High | Low | Medium | ATTIR Total |
|---|---|---|---|---|---|---|---|
| Corrections | Rural North Desktop Support | Ryan Casey | 0 0.00 | 0 0.00 | 14 0.40 | 0 0.00 | 14 0.40 |
| | | Wayne Higgs | 0 0.00 | 0 0.00 | 3 0.00 | 0 0.00 | 3 0.00 |
| | | **Assigned to Individual Total** | 0 0.00 | 0 0.00 | 49 0.18 | 0 0.00 | 49 0.18 |
| | Rural South Desktop Support | Cole Gifford | 0 0.00 | 0 0.00 | 8 0.02 | 0 0.00 | 8 0.02 |
| | | Dan Anthony | 0 0.00 | 0 0.00 | 2 0.96 | 0 0.00 | 2 0.96 |
| | | Doug Thornton | 0 0.00 | 0 0.00 | 1 0.51 | 0 0.00 | 1 0.51 |
| | | Joel Finlinson | 0 0.00 | 0 0.00 | 1 0.08 | 0 0.00 | 1 0.08 |
| | | Julie Christensen | 0 0.00 | 0 0.00 | 6 0.41 | 0 0.00 | 6 0.41 |
| | | Lance Nay | 0 0.00 | 0 0.00 | 5 0.06 | 0 0.00 | 5 0.06 |
| | | Lane Adams | 0 0.00 | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | Silas Aitchison | 0 0.00 | 0 0.00 | 3 0.57 | 0 0.00 | 3 0.57 |
| | | **Assigned to Individual Total** | 0 0.00 | 0 0.00 | 27 0.26 | 0 0.00 | 27 0.26 |
| | Storage Services | Robert England | 0 0.00 | 0 0.00 | 1 0.08 | 0 0.00 | 1 0.08 |
| | | **Assigned to Individual Total** | 0 0.00 | 0 0.00 | 1 0.08 | 0 0.00 | 1 0.08 |

**Corrections**

| | | | Critical | High | Low | Medium | ATTIR Total |
|---|---|---|---|---|---|---|---|
| Corrections | Strategic Communications | Dennis Rogers | 0<br>0.00 | 0<br>0.00 | 1<br>0.69 | 0<br>0.00 | 1<br>0.69 |
| | | Luis Larios | 0<br>0.00 | 0<br>0.00 | 3<br>0.16 | 0<br>0.00 | 3<br>0.16 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 0<br>0.00 | 4<br>0.29 | 0<br>0.00 | 4<br>0.29 |
| | Technical Lead/Project Manager | Danielle Hood | 0<br>0.00 | 0<br>0.00 | 2<br>5.12 | 0<br>0.00 | 2<br>5.12 |
| | | Dustin Crump | 0<br>0.00 | 0<br>0.00 | 2<br>0.16 | 0<br>0.00 | 2<br>0.16 |
| | | Martin Gonzalez | 0<br>0.00 | 0<br>0.00 | 8<br>9.03 | 1<br>3.03 | 9<br>8.36 |
| | | Paul Lundell | 0<br>0.00 | 0<br>0.00 | 2<br>7.78 | 0<br>0.00 | 2<br>7.78 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 0<br>0.00 | 14<br>7.02 | 1<br>3.03 | 15<br>6.76 |
| | Voice Operations | Romanza Hamblin Sorensen | 0<br>0.00 | 0<br>0.00 | 4<br>0.30 | 0<br>0.00 | 4<br>0.30 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 0<br>0.00 | 4<br>0.30 | 0<br>0.00 | 4<br>0.30 |
| | **Assigned Group Total** | | 1<br>0.29 | 1<br>0.17 | 517<br>1.15 | 1<br>3.03 | 520<br>1.15 |
| **Customer Company Total** | | | 1<br>0.29 | 1<br>0.17 | 517<br>1.15 | 1<br>3.03 | 520<br>1.15 |

## Corrections

## Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

| Customer Company | Assigned Group | Assigned to Individual | Top Number - Total Incidents Bottom Number - Missed Resolution | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| | | | Critical | High | Low | Medium | MR Total |
| Corrections | Application Services | Danielle Hood | 0 0 | 0 0 | 7 4 | 0 0 | 7 4 |
| | | Dustin Crump | 0 0 | 0 0 | 6 3 | 0 0 | 6 3 |
| | | Martin Gonzalez | 0 0 | 0 0 | 5 2 | 0 0 | 5 2 |
| | | Tony Larsen | 0 0 | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 0 0 | 19 9 | 0 0 | 19 9 |
| | Capitol Desktop Support | Joshua Furgason | 0 0 | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 0 0 | 1 0 | 0 0 | 1 0 |
| | Capitol Hosting | Kyle Burkhardt | 0 0 | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 0 0 | 1 0 | 0 0 | 1 0 |
| | Enterprise Security | Dan Cook | 0 0 | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 0 0 | 1 0 | 0 0 | 1 0 |

# Enterprise Incident Report December 2012
## As of 1/2/2013

**Corrections**

| | | | Critical | High | Low | Medium | MR Total |
|---|---|---|---|---|---|---|---|
| Corrections | Help Desk | Brenda Treadway | 0 0 | 0 0 | 4 0 | 0 0 | 4 0 |
| | | Eileen Dubach | 0 0 | 0 0 | 3 0 | 0 0 | 3 0 |
| | | James Stearns | 0 0 | 0 0 | 5 0 | 0 0 | 5 0 |
| | | Julie VanBeekum | 0 0 | 0 0 | 4 1 | 0 0 | 4 1 |
| | | Sarah Johnson | 0 0 | 0 0 | 1 1 | 0 0 | 1 1 |
| | | Vicky Marrelli | 0 0 | 0 0 | 3 0 | 0 0 | 3 0 |
| | | **Assigned to Individual Total** | 0 0 | 0 0 | 20 2 | 0 0 | 20 2 |
| | Metro A Help Desk | Liz Evans | 0 0 | 0 0 | 3 0 | 0 0 | 3 0 |
| | | **Assigned to Individual Total** | 0 0 | 0 0 | 3 0 | 0 0 | 3 0 |
| | Metro B Help Desk | Val Shepherd | 0 0 | 0 0 | 1 0 | 0 0 | 1 0 |
| | | **Assigned to Individual Total** | 0 0 | 0 0 | 1 0 | 0 0 | 1 0 |
| | Metro C Desktop Support | Benjamin Moore | 0 0 | 1 0 | 8 1 | 0 0 | 9 1 |
| | | Ed Radke | 0 0 | 0 0 | 7 2 | 0 0 | 7 2 |
| | | Jeff Curtis | 0 0 | 0 0 | 8 0 | 0 0 | 8 0 |

# Enterprise Incident Report December 2012

## As of 1/2/2013

**Corrections**

| | | | Critical | High | Low | Medium | MR Total |
|---|---|---|---|---|---|---|---|
| Corrections | Metro C Desktop Support | Ken Knobel | 0 0 | 0 0 | 8 0 | 0 0 | 8 0 |
| | | Tammy Black | 0 0 | 0 0 | 10 0 | 0 0 | 10 0 |
| | | Troy Buchanan | 0 0 | 0 0 | 29 0 | 0 0 | 29 0 |
| | | **Assigned to Individual Total** | 0 0 | 1 0 | 70 3 | 0 0 | 71 3 |
| | Metro C Help Desk | Chris Olson | 0 0 | 0 0 | 8 0 | 0 0 | 8 0 |
| | | Cindy Romrell | 0 0 | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Cliff Jensen | 0 0 | 0 0 | 74 0 | 0 0 | 74 0 |
| | | Reed Stohel | 0 0 | 0 0 | 116 1 | 0 0 | 116 1 |
| | | Ross Owen | 0 0 | 0 0 | 73 3 | 0 0 | 73 3 |
| | | **Assigned to Individual Total** | 0 0 | 0 0 | 272 4 | 0 0 | 272 4 |
| | Metro C Hosting | Dana McDonald | 1 0 | 0 0 | 3 1 | 0 0 | 4 1 |
| | | Jonathan Foster | 0 0 | 0 0 | 2 0 | 0 0 | 2 0 |
| | | Robert England | 0 0 | 0 0 | 1 1 | 0 0 | 1 1 |
| | | **Assigned to Individual Total** | 1 0 | 0 0 | 6 2 | 0 0 | 7 2 |

# Enterprise Incident Report December 2012
## As of 1/2/2013

**Corrections**

| | | | Critical | High | Low | Medium | MR Total |
|---|---|---|---|---|---|---|---|
| Corrections | Network Operations | Brant Davis | 0 0 | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Brian Chatwin | 0 0 | 0 0 | 1 0 | 0 0 | 1 0 |
| | | **Assigned to Individual Total** | 0 0 | 0 0 | 2 0 | 0 0 | 2 0 |
| | Rural Central Desktop Support | Jay Barfuss | 0 0 | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Jessica Purcell | 0 0 | 0 0 | 2 0 | 0 0 | 2 0 |
| | | Paul Petersen | 0 0 | 0 0 | 9 0 | 0 0 | 9 0 |
| | | Ron LeBaron | 0 0 | 0 0 | 9 0 | 0 0 | 9 0 |
| | | Todd Hardy | 0 0 | 0 0 | 1 0 | 0 0 | 1 0 |
| | | **Assigned to Individual Total** | 0 0 | 0 0 | 22 0 | 0 0 | 22 0 |
| | Rural North Desktop Support | Kelly Warren | 0 0 | 0 0 | 1 1 | 0 0 | 1 1 |
| | | Kim Ratushniak | 0 0 | 0 0 | 23 0 | 0 0 | 23 0 |
| | | Neil Smedley | 0 0 | 0 0 | 2 0 | 0 0 | 2 0 |
| | | Ruston McKay | 0 0 | 0 0 | 6 0 | 0 0 | 6 0 |
| | | Ryan Casey | 0 0 | 0 0 | 14 0 | 0 0 | 14 0 |

# Enterprise Incident Report December 2012
## As of 1/2/2013

**Corrections**

| | | | Critical | High | Low | Medium | MR Total |
|---|---|---|---|---|---|---|---|
| Corrections | Rural North Desktop Support | Wayne Higgs | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 0<br>0 | 49<br>1 | 0<br>0 | 49<br>1 |
| | Rural South Desktop Support | Cole Gifford | 0<br>0 | 0<br>0 | 8<br>0 | 0<br>0 | 8<br>0 |
| | | Dan Anthony | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Doug Thornton | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Joel Finlinson | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Julie Christensen | 0<br>0 | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | Lance Nay | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | Lane Adams | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Silas Aitchison | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 0<br>0 | 27<br>0 | 0<br>0 | 27<br>0 |
| | Storage Services | Robert England | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Strategic Communications | Dennis Rogers | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

# Enterprise Incident Report December 2012
## As of 1/2/2013

**Corrections**

| | | | Critical | High | Low | Medium | MR Total |
|---|---|---|---|---|---|---|---|
| Corrections | Strategic Communications | Luis Larios | 0 0 | 0 0 | 3 1 | 0 0 | 3 1 |
| | | **Assigned to Individual Total** | 0 0 | 0 0 | 4 1 | 0 0 | 4 1 |
| | Technical Lead/Project Manager | Danielle Hood | 0 0 | 0 0 | 2 1 | 0 0 | 2 1 |
| | | Dustin Crump | 0 0 | 0 0 | 2 1 | 0 0 | 2 1 |
| | | Martin Gonzalez | 0 0 | 0 0 | 8 4 | 1 1 | 9 5 |
| | | Paul Lundell | 0 0 | 0 0 | 2 1 | 0 0 | 2 1 |
| | | **Assigned to Individual Total** | 0 0 | 0 0 | 14 7 | 1 1 | 15 8 |
| | Voice Operations | Romanza Hamblin Sorensen | 0 0 | 0 0 | 4 0 | 0 0 | 4 0 |
| | | **Assigned to Individual Total** | 0 0 | 0 0 | 4 0 | 0 0 | 4 0 |
| | **Assigned Group Total** | | 1 0 | 1 0 | 517 29 | 1 1 | 520 30 |
| **Customer Company Total** | | | 1 0 | 1 0 | 517 29 | 1 1 | 520 30 |

# Enterprise Incident Report December 2012

## As of **1/2/2013**

**Corrections**

## Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

| Customer Company | Assigned Group | Assigned to Individual | Top Number - Total Incidents Bottom Number - Average time in hours | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| | | | Critical | High | Low | Medium | ATTR Total |
| Corrections | Application Services | Danielle Hood | 0 0.00 | 0 0.00 | 7 20.14 | 0 0.00 | 7 20.14 |
| | | Dustin Crump | 0 0.00 | 0 0.00 | 6 13.37 | 0 0.00 | 6 13.37 |
| | | Martin Gonzalez | 0 0.00 | 0 0.00 | 5 5.92 | 0 0.00 | 5 5.92 |
| | | Tony Larsen | 0 0.00 | 0 0.00 | 1 0.01 | 0 0.00 | 1 0.01 |
| | | **Assigned to Individual Total** | 0 0.00 | 0 0.00 | 19 13.20 | 0 0.00 | 19 13.20 |
| | Capitol Desktop Support | Joshua Furgason | 0 0.00 | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | **Assigned to Individual Total** | 0 0.00 | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | Capitol Hosting | Kyle Burkhardt | 0 0.00 | 0 0.00 | 1 1.84 | 0 0.00 | 1 1.84 |
| | | **Assigned to Individual Total** | 0 0.00 | 0 0.00 | 1 1.84 | 0 0.00 | 1 1.84 |
| | Enterprise Security | Dan Cook | 0 0.00 | 0 0.00 | 1 0.22 | 0 0.00 | 1 0.22 |

# Enterprise Incident Report December 2012
## As of 1/2/2013

**Corrections**

| | | | Critical | High | Low | Medium | ATTR Total |
|---|---|---|---|---|---|---|---|
| Corrections | Enterprise Security | Assigned to Individual Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.22 | 0<br>0.00 | 1<br>0.22 |
| | Help Desk | Brenda Treadway | 0<br>0.00 | 0<br>0.00 | 4<br>0.14 | 0<br>0.00 | 4<br>0.14 |
| | | Eileen Dubach | 0<br>0.00 | 0<br>0.00 | 3<br>0.19 | 0<br>0.00 | 3<br>0.19 |
| | | James Stearns | 0<br>0.00 | 0<br>0.00 | 5<br>0.20 | 0<br>0.00 | 5<br>0.20 |
| | | Julie VanBeekum | 0<br>0.00 | 0<br>0.00 | 4<br>14.98 | 0<br>0.00 | 4<br>14.98 |
| | | Sarah Johnson | 0<br>0.00 | 0<br>0.00 | 1<br>67.93 | 0<br>0.00 | 1<br>67.93 |
| | | Vicky Marrelli | 0<br>0.00 | 0<br>0.00 | 3<br>0.36 | 0<br>0.00 | 3<br>0.36 |
| | | Assigned to Individual Total | 0<br>0.00 | 0<br>0.00 | 20<br>6.89 | 0<br>0.00 | 20<br>6.89 |
| | Metro A Help Desk | Liz Evans | 0<br>0.00 | 0<br>0.00 | 3<br>0.00 | 0<br>0.00 | 3<br>0.00 |
| | | Assigned to Individual Total | 0<br>0.00 | 0<br>0.00 | 3<br>0.00 | 0<br>0.00 | 3<br>0.00 |
| | Metro B Help Desk | Val Shepherd | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | Assigned to Individual Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | Metro C Desktop Support | Benjamin Moore | 0<br>0.00 | 1<br>0.94 | 8<br>1.21 | 0<br>0.00 | 9<br>1.18 |
| | | Ed Radke | 0<br>0.00 | 0<br>0.00 | 7<br>2.58 | 0<br>0.00 | 7<br>2.58 |

**Corrections**

| | | | Critical | High | Low | Medium | ATTR Total |
|---|---|---|---|---|---|---|---|
| Corrections | Metro C Desktop Support | Jeff Curtis | 0<br>0.00 | 0<br>0.00 | 8<br>0.22 | 0<br>0.00 | 8<br>0.22 |
| | | Ken Knobel | 0<br>0.00 | 0<br>0.00 | 8<br>0.43 | 0<br>0.00 | 8<br>0.43 |
| | | Tammy Black | 0<br>0.00 | 0<br>0.00 | 10<br>0.31 | 0<br>0.00 | 10<br>0.31 |
| | | Troy Buchanan | 0<br>0.00 | 0<br>0.00 | 29<br>0.35 | 0<br>0.00 | 29<br>0.35 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 1<br>0.94 | 70<br>0.66 | 0<br>0.00 | 71<br>0.66 |
| | Metro C Help Desk | Chris Olson | 0<br>0.00 | 0<br>0.00 | 8<br>0.54 | 0<br>0.00 | 8<br>0.54 |
| | | Cindy Romrell | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | Cliff Jensen | 0<br>0.00 | 0<br>0.00 | 74<br>0.00 | 0<br>0.00 | 74<br>0.00 |
| | | Reed Stohel | 0<br>0.00 | 0<br>0.00 | 116<br>0.20 | 0<br>0.00 | 116<br>0.20 |
| | | Ross Owen | 0<br>0.00 | 0<br>0.00 | 73<br>2.35 | 0<br>0.00 | 73<br>2.35 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 0<br>0.00 | 272<br>0.70 | 0<br>0.00 | 272<br>0.70 |
| | Metro C Hosting | Dana McDonald | 1<br>0.29 | 0<br>0.00 | 3<br>19.49 | 0<br>0.00 | 4<br>14.69 |
| | | Jonathan Foster | 0<br>0.00 | 0<br>0.00 | 2<br>0.21 | 0<br>0.00 | 2<br>0.21 |
| | | Robert England | 0<br>0.00 | 0<br>0.00 | 1<br>8.47 | 0<br>0.00 | 1<br>8.47 |

**Corrections**

| | | | Critical | High | Low | Medium | ATTR Total |
|---|---|---|---|---|---|---|---|
| Corrections | Metro C Hosting | **Assigned to Individual Total** | 1<br>0.29 | 0<br>0.00 | 6<br>11.23 | 0<br>0.00 | 7<br>9.67 |
| | Network Operations | Brant Davis | 0<br>0.00 | 0<br>0.00 | 1<br>1.01 | 0<br>0.00 | 1<br>1.01 |
| | | Brian Chatwin | 0<br>0.00 | 0<br>0.00 | 1<br>4.29 | 0<br>0.00 | 1<br>4.29 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 0<br>0.00 | 2<br>2.65 | 0<br>0.00 | 2<br>2.65 |
| | Rural Central Desktop Support | Jay Barfuss | 0<br>0.00 | 0<br>0.00 | 1<br>0.27 | 0<br>0.00 | 1<br>0.27 |
| | | Jessica Purcell | 0<br>0.00 | 0<br>0.00 | 2<br>0.79 | 0<br>0.00 | 2<br>0.79 |
| | | Paul Petersen | 0<br>0.00 | 0<br>0.00 | 9<br>1.96 | 0<br>0.00 | 9<br>1.96 |
| | | Ron LeBaron | 0<br>0.00 | 0<br>0.00 | 9<br>0.10 | 0<br>0.00 | 9<br>0.10 |
| | | Todd Hardy | 0<br>0.00 | 0<br>0.00 | 1<br>1.66 | 0<br>0.00 | 1<br>1.66 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 0<br>0.00 | 22<br>1.16 | 0<br>0.00 | 22<br>1.16 |
| | Rural North Desktop Support | Kelly Warren | 0<br>0.00 | 0<br>0.00 | 1<br>37.42 | 0<br>0.00 | 1<br>37.42 |
| | | Kim Ratushniak | 0<br>0.00 | 0<br>0.00 | 23<br>0.13 | 0<br>0.00 | 23<br>0.13 |
| | | Neil Smedley | 0<br>0.00 | 0<br>0.00 | 2<br>0.19 | 0<br>0.00 | 2<br>0.19 |
| | | Ruston McKay | 0<br>0.00 | 0<br>0.00 | 6<br>0.00 | 0<br>0.00 | 6<br>0.00 |

**Corrections**

| | | | Critical | High | Low | Medium | ATTR Total |
|---|---|---|---|---|---|---|---|
| Corrections | Rural North Desktop Support | Ryan Casey | 0<br>0.00 | 0<br>0.00 | 14<br>0.43 | 0<br>0.00 | 14<br>0.43 |
| | | Wayne Higgs | 0<br>0.00 | 0<br>0.00 | 3<br>2.00 | 0<br>0.00 | 3<br>2.00 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 0<br>0.00 | 49<br>1.09 | 0<br>0.00 | 49<br>1.09 |
| | Rural South Desktop Support | Cole Gifford | 0<br>0.00 | 0<br>0.00 | 8<br>0.74 | 0<br>0.00 | 8<br>0.74 |
| | | Dan Anthony | 0<br>0.00 | 0<br>0.00 | 2<br>0.96 | 0<br>0.00 | 2<br>0.96 |
| | | Doug Thornton | 0<br>0.00 | 0<br>0.00 | 1<br>0.51 | 0<br>0.00 | 1<br>0.51 |
| | | Joel Finlinson | 0<br>0.00 | 0<br>0.00 | 1<br>0.08 | 0<br>0.00 | 1<br>0.08 |
| | | Julie Christensen | 0<br>0.00 | 0<br>0.00 | 6<br>0.95 | 0<br>0.00 | 6<br>0.95 |
| | | Lance Nay | 0<br>0.00 | 0<br>0.00 | 5<br>0.06 | 0<br>0.00 | 5<br>0.06 |
| | | Lane Adams | 0<br>0.00 | 0<br>0.00 | 1<br>0.01 | 0<br>0.00 | 1<br>0.01 |
| | | Silas Aitchison | 0<br>0.00 | 0<br>0.00 | 3<br>0.57 | 0<br>0.00 | 3<br>0.57 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 0<br>0.00 | 27<br>0.60 | 0<br>0.00 | 27<br>0.60 |
| | Storage Services | Robert England | 0<br>0.00 | 0<br>0.00 | 1<br>0.08 | 0<br>0.00 | 1<br>0.08 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.08 | 0<br>0.00 | 1<br>0.08 |

# Enterprise Incident Report December 2012
## As of 1/2/2013

**Corrections**

| | | | Critical | High | Low | Medium | ATTR Total |
|---|---|---|---|---|---|---|---|
| Corrections | Strategic Communications | Dennis Rogers | 0<br>0.00 | 0<br>0.00 | 1<br>5.65 | 0<br>0.00 | 1<br>5.65 |
| | | Luis Larios | 0<br>0.00 | 0<br>0.00 | 3<br>4.96 | 0<br>0.00 | 3<br>4.96 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 0<br>0.00 | 4<br>5.13 | 0<br>0.00 | 4<br>5.13 |
| | Technical Lead/Project Manager | Danielle Hood | 0<br>0.00 | 0<br>0.00 | 2<br>5.99 | 0<br>0.00 | 2<br>5.99 |
| | | Dustin Crump | 0<br>0.00 | 0<br>0.00 | 2<br>23.28 | 0<br>0.00 | 2<br>23.28 |
| | | Martin Gonzalez | 0<br>0.00 | 0<br>0.00 | 8<br>15.08 | 1<br>130.73 | 9<br>27.93 |
| | | Paul Lundell | 0<br>0.00 | 0<br>0.00 | 2<br>7.78 | 0<br>0.00 | 2<br>7.78 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 0<br>0.00 | 14<br>13.91 | 1<br>130.73 | 15<br>21.70 |
| | Voice Operations | Romanza Hamblin Sorensen | 0<br>0.00 | 0<br>0.00 | 4<br>0.67 | 0<br>0.00 | 4<br>0.67 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 0<br>0.00 | 4<br>0.67 | 0<br>0.00 | 4<br>0.67 |
| | **Assigned Group Total** | | 1<br>0.29 | 1<br>0.94 | 517<br>1.98 | 1<br>130.73 | 520<br>2.22 |
| **Customer Company Total** | | | 1<br>0.29 | 1<br>0.94 | 517<br>1.98 | 1<br>130.73 | 520<br>2.22 |

**Corrections**

Detail

| INC000000577878 | Sharon Hansen | PC/Laptop | Performance | Internet Explorer | | TIR Missed: No | 0.29 |
|---|---|---|---|---|---|---|---|
| | Rural South Desktop Support | Lance Nay | Corrections | Low | Closed | TTR Missed: No | 0.29 |
| INC000000601457 | Glenn Hiatt | Application | Error | Gmail | | TIR Missed: No | 0.00 |
| | Application Services | Martin Gonzalez | Corrections | Low | Resolved | TTR Missed: No | 2.73 |
| INC000000606076 | Jeff Woodall | Application | None | Gmail | | TIR Missed: No | 0.00 |
| | Technical Lead/Project Manager | Martin Gonzalez | Corrections | Low | Closed | TTR Missed: Yes | 12.82 |
| INC000000607222 | Louis Heath | Application | Error | Gmail | | TIR Missed: Yes | 4.51 |
| | Technical Lead/Project Manager | Danielle Hood | Corrections | Low | Closed | TTR Missed: No | 4.51 |
| INC000000607230 | Darlene Peterson | Application | Error | Gmail | | TIR Missed: Yes | 4.46 |
| | Technical Lead/Project Manager | Paul Lundell | Corrections | Low | Closed | TTR Missed: No | 4.46 |
| INC000000607574 | Darlene Peterson | None | None | Novell GroupWise | | TIR Missed: Yes | 11.10 |
| | Technical Lead/Project Manager | Paul Lundell | Corrections | Low | Closed | TTR Missed: Yes | 11.10 |
| INC000000608005 | Daniel Harman | None | None | Gmail | | TIR Missed: No | 0.00 |
| | Application Services | Danielle Hood | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000608419 | Brandon Smalling | Application | Error | Gmail | | TIR Missed: Yes | 10.80 |
| | Application Services | Martin Gonzalez | Corrections | Low | Closed | TTR Missed: Yes | 17.14 |
| INC000000608706 | Renee S Springman | None | None | Gmail | | TIR Missed: Yes | 32.75 |
| | Application Services | Danielle Hood | Corrections | Low | Closed | TTR Missed: Yes | 32.84 |
| INC000000608989 | Jered D Diehl | None | None | None | | TIR Missed: No | 0.10 |
| | Application Services | Dustin Crump | Corrections | Low | Resolved | TTR Missed: No | 0.11 |
| INC000000609055 | Kirk Christensen | Application | Error | Gmail | | TIR Missed: Yes | 52.70 |
| | Technical Lead/Project Manager | Martin Gonzalez | Corrections | Low | Closed | TTR Missed: Yes | 52.73 |
| INC000000609358 | R Mike Jacobson | Application | Password | Gmail | | TIR Missed: Yes | 4.06 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 4.06 |
| INC000000609400 | Eugene P DeMartini | Application | None | Gmail | | TIR Missed: No | 0.00 |
| | Technical Lead/Project Manager | Martin Gonzalez | Corrections | Low | Resolved | TTR Missed: No | 0.01 |
| INC000000609637 | Janet McBride | Application | Error | None | | TIR Missed: No | 0.31 |
| | Technical Lead/Project Manager | Dustin Crump | Corrections | Low | Closed | TTR Missed: No | 0.31 |
| INC000000610022 | Daniel Cox | Application | None | Gmail | | TIR Missed: No | 0.00 |
| | Technical Lead/Project Manager | Martin Gonzalez | Corrections | Low | Closed | TTR Missed: Yes | 35.57 |
| INC000000610288 | Gina Jones | None | None | Gmail | | TIR Missed: Yes | 1.92 |
| | Application Services | Dustin Crump | Corrections | Low | Resolved | TTR Missed: No | 1.92 |

## Corrections

| Incident | Name | Type | Issue | Product | Priority | Status | | |
|---|---|---|---|---|---|---|---|---|
| INC000000610707 | Daniel Harman | Application | Error | Gmail | | | TIR Missed: Yes | 11.44 |
| | Application Services | Dustin Crump | Corrections | | Low | Closed | TTR Missed: Yes | 11.44 |
| INC000000610810 | Jill Savicki | Application | None | Gmail | | | TIR Missed: No | 0.15 |
| | Technical Lead/Project Manager | Martin Gonzalez | Corrections | | Low | Closed | TTR Missed: No | 0.15 |
| INC000000610893 | Travis Simons | None | None | Gmail | | | TIR Missed: Yes | 8.86 |
| | Application Services | Dustin Crump | Corrections | | Low | Closed | TTR Missed: Yes | 8.86 |
| INC000000611465 | Linda Peterson | PC/Laptop | Virus | None | | | TIR Missed: No | 0.14 |
| | Rural South Desktop Support | Julie Christensen | Corrections | | Low | Resolved | TTR Missed: No | 0.14 |
| INC000000611703 | Shirlyn Rose | None | None | Gmail | | | TIR Missed: Yes | 5.74 |
| | Technical Lead/Project Manager | Danielle Hood | Corrections | | Low | Closed | TTR Missed: Yes | 7.46 |
| INC000000611925 | Mark Ottesen | Mobile Devices | None | iPhone | | | TIR Missed: No | 0.12 |
| | Application Services | Dustin Crump | Corrections | | Low | Closed | TTR Missed: No | 1.17 |
| INC000000612175 | Julie Matson | None | None | Gmail | | | TIR Missed: Yes | 1.28 |
| | Metro C Help Desk | Ross Owen | Corrections | | Low | Closed | TTR Missed: Yes | 36.60 |
| INC000000612200 | Ryan Vincent | None | None | None | | | TIR Missed: No | 0.00 |
| | Technical Lead/Project Manager | Dustin Crump | Corrections | | Low | Closed | TTR Missed: Yes | 46.25 |
| INC000000612735 | Paul T Gardner | None | None | Gmail | | | TIR Missed: Yes | 69.36 |
| | Application Services | Danielle Hood | Corrections | | Low | Closed | TTR Missed: Yes | 69.36 |
| INC000000612776 | Mike Feickert II | Application | Error | Gmail | | | TIR Missed: Yes | 2.61 |
| | Application Services | Martin Gonzalez | Corrections | | Low | Resolved | TTR Missed: No | 2.63 |
| INC000000613290 | James Chipp | None | None | Gmail | | | TIR Missed: No | 0.20 |
| | Metro C Help Desk | Chris Olson | Corrections | | Low | Closed | TTR Missed: No | 2.41 |
| INC000000613485 | Juliann Taylor | None | None | Gmail | | | TIR Missed: No | 0.00 |
| | Application Services | Tony Larsen | Corrections | | Low | Resolved | TTR Missed: No | 0.01 |
| INC000000613952 | Shawn Youd | Application | None | Gmail | | | TIR Missed: Yes | 18.00 |
| | Technical Lead/Project Manager | Martin Gonzalez | Corrections | | Low | Resolved | TTR Missed: Yes | 18.00 |
| INC000000613986 | Daniel Harman | None | None | None | | | TIR Missed: Yes | 56.69 |
| | Application Services | Dustin Crump | Corrections | | Low | Closed | TTR Missed: Yes | 56.69 |
| INC000000614001 | Harold Kristiansen | Application | Error | Gmail | | | TIR Missed: Yes | 1.02 |
| | Metro C Help Desk | Reed Stohel | Corrections | | Low | Closed | TTR Missed: Yes | 8.30 |
| INC000000614912 | Debbie A Youngberg-Major | Application | None | Gmail | | | TIR Missed: Yes | 4.61 |
| | Metro C Help Desk | Ross Owen | Corrections | | Low | Resolved | TTR Missed: Yes | 10.44 |
| INC000000615173 | Sherrie Brokaw | None | None | None | | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Jessica Purcell | Corrections | | Low | Closed | TTR Missed: No | |

## Corrections

| Incident | Name | Category | Type | Product | | | TIR/TTR Missed | | Time |
|---|---|---|---|---|---|---|---|---|---|
| INC000000615555 | Tracy Dawson | Network | Performance | Tiger Commissary | | | TIR Missed: | No | 0.16 |
| | Metro C Hosting | Dana McDonald | Corrections | Low | | Closed | TTR Missed: | No | 0.16 |
| INC000000615579 | Mindy Usher | None | None | Gmail | | | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Chris Olson | Corrections | Low | | Closed | TTR Missed: | No | |
| INC000000615769 | Amy Monson | Application | None | Gmail | | | TIR Missed: | Yes | 1.38 |
| | Technical Lead/Project Manager | Martin Gonzalez | Corrections | Low | | Closed | TTR Missed: | No | 1.38 |
| INC000000615908 | Russ Armstrong | Application | Error | Gmail | | | TIR Missed: | Yes | 28.29 |
| | Application Services | Danielle Hood | Corrections | Low | | Closed | TTR Missed: | Yes | 28.29 |
| INC000000616318 | James Anderson | Application | None | Gmail | | | TIR Missed: | No | 0.10 |
| | Application Services | Martin Gonzalez | Corrections | Low | | Closed | TTR Missed: | No | 0.10 |
| INC000000616593 | Cheryl Barson | None | None | None | | | TIR Missed: | Yes | 1.99 |
| | Help Desk | Sarah Johnson | Corrections | Low | | Closed | TTR Missed: | Yes | 67.93 |
| INC000000617112 | Ken Keller | None | None | Utah Master Directory | | | TIR Missed: | No | 0.76 |
| | Metro C Help Desk | Ross Owen | Corrections | Low | | Closed | TTR Missed: | No | 3.28 |
| INC000000617497 | Lani Diprima | Application | Password | Utah Master Directory | | | TIR Missed: | No | 0.02 |
| | Help Desk | Vicky Marrelli | Corrections | Low | | Closed | TTR Missed: | No | 0.50 |
| INC000000617626 | Sean Valeika | Application | Error | Gmail | | | TIR Missed: | No | 0.00 |
| | Rural North Desktop Support | Kelly Warren | Corrections | Low | | Closed | TTR Missed: | Yes | 37.42 |
| INC000000617873 | Curt Garner | None | None | Gmail | | | TIR Missed: | Yes | 90.70 |
| | Metro C Help Desk | Ross Owen | Corrections | Low | | Closed | TTR Missed: | Yes | 90.70 |
| INC000000617895 | Justin Anderson | Application | None | Gmail | | | TIR Missed: | No | 0.00 |
| | Help Desk | Eileen Dubach | Corrections | Low | | Closed | TTR Missed: | No | |
| INC000000618173 | John Youngstrom | Application | Error | Internet Explorer | | | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | | Closed | TTR Missed: | No | 0.00 |
| INC000000618243 | Delores Millett | Application | Error | Internet Explorer | | | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | | Closed | TTR Missed: | No | 0.00 |
| INC000000618264 | Cami Ford | None | None | None | | | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | | Closed | TTR Missed: | No | 0.00 |
| INC000000618270 | Peter Holt | PC/Laptop | Performance | None | | | TIR Missed: | No | 0.12 |
| | Metro C Desktop Support | Benjamin Moore | Corrections | Low | | Closed | TTR Missed: | No | 0.52 |
| INC000000618281 | Birdie Higbee | Network | Password | Novell Client for 32-bit Windows | | | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | | Closed | TTR Missed: | No | 0.00 |
| INC000000618283 | Krystal Widner | Application | None | Gmail | | | TIR Missed: | Yes | 57.14 |
| | Help Desk | Julie VanBeekum | Corrections | Low | | Closed | TTR Missed: | Yes | 57.74 |

**Corrections**

| Incident / Group | Requester / Owner | Cat1 | Cat2 | Product | Status | Missed | Value |
|---|---|---|---|---|---|---|---|
| INC000000618290 | Tamara Arbon | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cliff Jensen | Corrections | | Low | Closed | TTR Missed: No | 0.00 |
| INC000000618324 | Howard Dunn | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cliff Jensen | Corrections | | Low | Closed | TTR Missed: No | 0.00 |
| INC000000618331 | Connie Christensen | Network | None | None | | TIR Missed: No | 0.08 |
| Rural South Desktop Support | Joel Finlinson | Corrections | | Low | Closed | TTR Missed: No | 0.08 |
| INC000000618354 | Gregory Hendrix | None | None | None | | TIR Missed: No | 0.08 |
| Enterprise Security | Dan Cook | Corrections | | Low | Closed | TTR Missed: No | 0.22 |
| INC000000618394 | Angie Haifley | Telecom | Call Management | Telephone | | TIR Missed: No | 0.14 |
| Voice Operations | Romanza Hamblin Sorensen | Corrections | | Low | Closed | TTR Missed: No | 0.93 |
| INC000000618421 | Blitch Shuman | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Desktop Support | Troy Buchanan | Corrections | | Low | Closed | TTR Missed: No | 0.60 |
| INC000000618424 | Blitch Shuman | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Desktop Support | Troy Buchanan | Corrections | | Low | Closed | TTR Missed: No | 0.78 |
| INC000000618477 | Tim Scott | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cliff Jensen | Corrections | | Low | Closed | TTR Missed: No | 0.00 |
| INC000000618516 | Doyle Cutler | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | Corrections | | Low | Closed | TTR Missed: No | 0.00 |
| INC000000618623 | Charity A Anderson | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | Corrections | | Low | Closed | TTR Missed: No | 2.63 |
| INC000000618642 | Kelli Foulger | None | None | Gmail | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Ross Owen | Corrections | | Low | Closed | TTR Missed: No | 0.00 |
| INC000000618645 | Ross Conner | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Desktop Support | Troy Buchanan | Corrections | | Low | Closed | TTR Missed: No | 0.83 |
| INC000000618650 | Ross Conner | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Desktop Support | Troy Buchanan | Corrections | | Low | Closed | TTR Missed: No | 0.82 |
| INC000000618655 | Cathy Hinckley | None | None | None | | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Ron LeBaron | Corrections | | Low | Closed | TTR Missed: No | |
| INC000000618660 | Gregory Childs | Network | Error | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Ross Owen | Corrections | | Low | Closed | TTR Missed: No | 0.00 |
| INC000000618679 | Dianna Lott | Application | Error | Internet Explorer | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | Corrections | | Low | Closed | TTR Missed: No | 0.00 |
| INC000000618690 | Pegeen Stewart | Application | None | Gmail | | TIR Missed: Yes | 3.03 |
| Technical Lead/Project Manager | Martin Gonzalez | Corrections | | Medium | Resolved | TTR Missed: Yes | 130.73 |

## Corrections

| INC000000618848 | Kendell Phillips | Network | None | None | | TIR Missed: No | 0.66 |
|---|---|---|---|---|---|---|---|
| Metro C Help Desk | | Ross Owen | Corrections | Low | Closed | TTR Missed: No | 2.46 |
| INC000000618947 | Shannon Cox | Application | Error | Internet Explorer | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cliff Jensen | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000618963 | Ashlee Barrett | Network | None | None | | TIR Missed: No | 0.02 |
| Metro C Help Desk | | Ross Owen | Corrections | Low | Closed | TTR Missed: No | 0.13 |
| INC000000618977 | Sherri Kielsmeier | Network | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Ross Owen | Corrections | Low | Closed | TTR Missed: No | |
| INC000000618997 | Angie Haifley | Network | None | Novell eDirectory | | TIR Missed: Yes | 58.12 |
| Metro C Hosting | | Dana McDonald | Corrections | Low | Closed | TTR Missed: Yes | 58.12 |
| INC000000619008 | Helen Shreve | Network | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Ross Owen | Corrections | Low | Closed | TTR Missed: No | |
| INC000000619010 | Jennifer Weindorf | Network | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Ross Owen | Corrections | Low | Closed | TTR Missed: No | |
| INC000000619011 | Joyce Fackrell | Network | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Ross Owen | Corrections | Low | Closed | TTR Missed: No | |
| INC000000619012 | Tim Roybal | Network | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Ross Owen | Corrections | Low | Closed | TTR Missed: No | |
| INC000000619013 | Carrie Cochran | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Ross Owen | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000619044 | Doug Lamping | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Desktop Support | | Jeff Curtis | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000619120 | Timothy Jordan | Network | Incident | None | | TIR Missed: Yes | 1.29 |
| Rural South Desktop Support | | Dan Anthony | Corrections | Low | Closed | TTR Missed: No | 1.29 |
| INC000000619186 | Sam Cook | Application | Password | Utah Master Directory | | TIR Missed: No | 0.18 |
| Help Desk | | Eileen Dubach | Corrections | Low | Closed | TTR Missed: No | 0.18 |
| INC000000619195 | Anthony Willis | Application | Error | Internet Explorer | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cliff Jensen | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000619212 | Leisa Bankhead | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000619308 | Brandon Woffinden | Network | Incident | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cliff Jensen | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000619332 | Erin Nielson | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cliff Jensen | Corrections | Low | Closed | TTR Missed: No | 0.00 |

## Corrections

| Incident | Name | Category 1 | Category 2 | Product | Status | | Flags | Value |
|---|---|---|---|---|---|---|---|---|
| INC000000619360 | Charles Hobbs | Network | Password | Novell Client for 32-bit Windows | | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000619382 | Jacob Brock | None | None | None | | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000619389 | Emroy Byington | None | None | None | | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Corrections | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000619392 | Russ Armstrong | Application | Error | Microsoft Word | | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000619401 | William Christensen | None | None | None | | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Corrections | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000619550 | Glenda Torgerson | Print/Copy/Scan/Fax | Incident | None | | | TIR Missed: Yes | 1.38 |
| | Rural South Desktop Support | Julie Christensen | Corrections | Low | Closed | | TTR Missed: No | 2.52 |
| INC000000619557 | Calvin Fox | None | None | Gmail | | | TIR Missed: No | 0.04 |
| | Metro C Help Desk | Ross Owen | Corrections | Low | Closed | | TTR Missed: No | 0.18 |
| INC000000619588 | Dane Isbell | Application | Reporting | Sex Offender Notification and R | | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000619711 | Angela Hendrix | None | None | Utah Department of Corrections | | | TIR Missed: No | 0.10 |
| | Metro C Help Desk | Ross Owen | Corrections | Low | Closed | | TTR Missed: No | 0.11 |
| INC000000619712 | Anthony Bertram | Application | Password | Utah Master Directory | | | TIR Missed: No | 0.20 |
| | Help Desk | Eileen Dubach | Corrections | Low | Closed | | TTR Missed: No | 0.20 |
| INC000000619729 | Teresa Paul | Network | None | None | | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Ross Owen | Corrections | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000619733 | Ashlea Anderson | None | None | None | | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000619760 | Ashlea Anderson | None | None | None | | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000619881 | Daniel S Thomas | None | None | None | | | TIR Missed: No | 0.08 |
| | Application Services | Danielle Hood | Corrections | Low | Closed | | TTR Missed: Yes | 9.00 |
| INC000000619882 | Steve Yeates | Network | Performance | None | | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Kim Ratushniak | Corrections | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000619887 | Nichole Hearell | Print/Copy/Scan/Fax | Incident | None | | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Kim Ratushniak | Corrections | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000619891 | Nichole Hearell | Print/Copy/Scan/Fax | Incident | None | | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Kim Ratushniak | Corrections | Low | Closed | | TTR Missed: No | 0.00 |

**Corrections**

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| INC000000619905 | Sean Valeika | Network | Incident | None | | TIR Missed: | No | 0.00 | |
| | Rural North Desktop Support | Kim Ratushniak | Corrections | Low | Closed | TTR Missed: | No | 0.00 | |
| INC000000619906 | Kendell Phillips | Network | Incident | None | | TIR Missed: | No | 0.00 | |
| | Rural North Desktop Support | Kim Ratushniak | Corrections | Low | Closed | TTR Missed: | No | 0.00 | |
| INC000000619959 | Linda Thomas | None | None | None | | TIR Missed: | No | 0.00 | |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: | No | 0.00 | |
| INC000000620097 | Jason K Nicholes | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 | |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | Closed | TTR Missed: | No | 0.00 | |
| INC000000620115 | Betty Jo Tripp | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 | |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | Closed | TTR Missed: | No | 0.00 | |
| INC000000620138 | Matt Shebilske | None | None | None | | TIR Missed: | No | 0.00 | |
| | Metro C Desktop Support | Jeff Curtis | Corrections | Low | Closed | TTR Missed: | No | 0.07 | |
| INC000000620140 | Stan Christensen | None | None | None | | TIR Missed: | No | 0.00 | |
| | Metro C Desktop Support | Jeff Curtis | Corrections | Low | Closed | TTR Missed: | No | 0.08 | |
| INC000000620155 | Michelle Christenson | None | None | Staff Information System | | TIR Missed: | No | 0.00 | |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: | No | 0.00 | |
| INC000000620183 | Peter Holt | None | None | None | | TIR Missed: | No | 0.00 | |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: | No | 0.00 | |
| INC000000620231 | Jason Behunin | Application | None | Utah Master Directory | | TIR Missed: | No | 0.00 | |
| | Metro B Help Desk | Val Shepherd | Corrections | Low | Closed | TTR Missed: | No | 0.00 | |
| INC000000620257 | Rick T Smith | PC/Laptop | None | None | | TIR Missed: | No | 0.00 | |
| | Rural Central Desktop Support | Paul Petersen | Corrections | Low | Closed | TTR Missed: | No | 4.78 | |
| INC000000620282 | Branwen Miller | None | None | None | | TIR Missed: | No | 0.00 | |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: | No | 0.00 | |
| INC000000620288 | Daniel H Buebe | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 | |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: | No | 0.00 | |
| INC000000620350 | Tolly Ivie | None | None | None | | TIR Missed: | No | 0.00 | |
| | Metro C Desktop Support | Jeff Curtis | Corrections | Low | Closed | TTR Missed: | No | 0.08 | |
| INC000000620353 | Gerald Jarrett | None | None | None | | TIR Missed: | No | 0.00 | |
| | Metro C Desktop Support | Jeff Curtis | Corrections | Low | Closed | TTR Missed: | No | 0.07 | |
| INC000000620354 | Devin Blood | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 | |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | Closed | TTR Missed: | No | 0.00 | |
| INC000000620387 | Steve Nelson | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 | |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | Closed | TTR Missed: | No | 0.00 | |

| Corrections | | | | | | | |
|---|---|---|---|---|---|---|---|

| INC000000620430 | Ross Conner | None | None | None | | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|---|
| Metro C Help Desk | | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000620496 | Ross Conner | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000620520 | Terry Jeffries | Application | Error | Internet Explorer | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cliff Jensen | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000620526 | Kayleen Avery | Application | Reporting | None | | TIR Missed: No | 0.35 |
| Rural South Desktop Support | | Julie Christensen | Corrections | Low | Closed | TTR Missed: No | 2.10 |
| INC000000620531 | Rick T Smith | Application | Error | Internet Explorer | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cliff Jensen | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000620535 | Janeen Torres | Print/Copy/Scan/Fax | Error Code | None | | TIR Missed: No | 0.64 |
| Rural South Desktop Support | | Dan Anthony | Corrections | Low | Closed | TTR Missed: No | 0.64 |
| INC000000620612 | Kathy Cowley | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| Rural South Desktop Support | | Lance Nay | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000620614 | Iqbal Hossain | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: No | 0.16 |
| Metro C Desktop Support | | Ed Radke | Corrections | Low | Closed | TTR Missed: No | 0.16 |
| INC000000620637 | Valarie Cassity | None | None | None | | TIR Missed: No | 0.27 |
| Metro C Help Desk | | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.27 |
| INC000000620680 | Bruce Wilcox | None | None | None | | TIR Missed: No | 0.29 |
| Metro C Hosting | | Dana McDonald | Corrections | Critical | Closed | TTR Missed: No | 0.29 |
| INC000000620732 | Ronald Lazenby | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000620734 | Dan Dansie | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000620742 | Leatrice Foster | Network | None | None | | TIR Missed: Yes | 1.08 |
| Rural North Desktop Support | | Ryan Casey | Corrections | Low | Closed | TTR Missed: No | 1.08 |
| INC000000620757 | Ronald Wilson | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cliff Jensen | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000620780 | Darren Petersen | Network | Incident | None | | TIR Missed: No | 0.88 |
| Rural North Desktop Support | | Ryan Casey | Corrections | Low | Closed | TTR Missed: No | 0.88 |
| INC000000620828 | Wylene Ika | Application | Error | Internet Explorer | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000620846 | Ross Conner | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Desktop Support | | Troy Buchanan | Corrections | Low | Closed | TTR Missed: No | 0.42 |

**Corrections**

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| INC000000620870 | Marci Woodward | Print/Copy/Scan/Fax | Incident | None | | | TIR Missed: | No | 0.17 |
| | Metro C Desktop Support | Troy Buchanan | Corrections | Low | | Closed | TTR Missed: | No | 1.24 |
| INC000000620955 | Darl Hamberlin | Application | Error | None | | | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | | Closed | TTR Missed: | No | 0.00 |
| INC000000620966 | Peter Holt | Application | None | None | | | TIR Missed: | No | 0.00 |
| | Metro C Desktop Support | Ed Radke | Corrections | Low | | Closed | TTR Missed: | No | 0.00 |
| INC000000620972 | Brenda Oliekan | Print/Copy/Scan/Fax | None | None | | | TIR Missed: | No | 0.04 |
| | Rural North Desktop Support | Ryan Casey | Corrections | Low | | Closed | TTR Missed: | No | 0.04 |
| INC000000620973 | Joslyn Pilling | Telecom | Voice Mail | Telephone | | | TIR Missed: | No | 0.32 |
| | Voice Operations | Romanza Hamblin Sorensen | Corrections | Low | | Closed | TTR Missed: | No | 0.89 |
| INC000000621069 | Henry Schwemmer | Network | Password | Novell Client for 32-bit Windows | | | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | | Closed | TTR Missed: | No | 0.00 |
| INC000000621084 | David Worthington | Print/Copy/Scan/Fax | Queue | None | | | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | | Closed | TTR Missed: | No | 0.00 |
| INC000000621093 | Jason K Nicholes | Network | Password | Novell Client for 32-bit Windows | | | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | | Closed | TTR Missed: | No | 0.00 |
| INC000000621120 | Ryan Stubbs | Application | Error | ZENworks for Desktops | | | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | | Closed | TTR Missed: | No | 0.00 |
| INC000000621142 | Eric Barker | Application | Password | Utah Master Directory | | | TIR Missed: | No | 0.10 |
| | Help Desk | Vicky Marrelli | Corrections | Low | | Closed | TTR Missed: | No | 0.58 |
| INC000000621219 | David Penrod | PC/Laptop | None | None | | | TIR Missed: | No | 0.32 |
| | Metro C Desktop Support | Jeff Curtis | Corrections | Low | | Closed | TTR Missed: | No | 1.44 |
| INC000000621260 | Bruce Wilcox | Network | Password | Novell Client for 32-bit Windows | | | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | | Closed | TTR Missed: | No | 0.00 |
| INC000000621332 | Jeromy Sampson | PC/Laptop | Hardware | None | | | TIR Missed: | No | 0.00 |
| | Rural North Desktop Support | Kim Ratushniak | Corrections | Low | | Closed | TTR Missed: | No | 0.00 |
| INC000000621338 | Sandra Fitzsimmons | PC/Laptop | Hardware | None | | | TIR Missed: | No | 0.00 |
| | Rural North Desktop Support | Kim Ratushniak | Corrections | Low | | Closed | TTR Missed: | No | 0.00 |
| INC000000621375 | Ruth Arriola | None | None | None | | | TIR Missed: | No | 0.00 |
| | Metro C Desktop Support | Tammy Black | Corrections | Low | | Closed | TTR Missed: | No | 0.00 |
| INC000000621396 | Mindy Usher | None | None | Gmail | | | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Chris Olson | Corrections | Low | | Closed | TTR Missed: | No | |
| INC000000621412 | David Sorenson | None | None | None | | | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | | Closed | TTR Missed: | No | 0.00 |

**Corrections**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| INC000000621414 | John Capell | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000621425 | Justin Carter | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000621437 | Laurene Boyer | Application | Password | Utah Master Directory | | TIR Missed: No | 0.54 |
| Help Desk | | Julie VanBeekum | Corrections | Low | Closed | TTR Missed: No | 0.64 |
| INC000000621451 | Daniel Gappmayer | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000621467 | Paige Brady | PC/Laptop | Password | None | | TIR Missed: No | 0.35 |
| Metro C Desktop Support | | Ed Radke | Corrections | Low | Closed | TTR Missed: Yes | 6.69 |
| INC000000621515 | Darlene Peterson | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cliff Jensen | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000621522 | Jason Loertscher | Network | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000621530 | Scott B Christensen | Network | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000621650 | Patricia Ebell | Application | Error | Internet Explorer | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000621706 | Larry Plumb | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cliff Jensen | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000621822 | Michael Carver | Mobile Devices | Error | None | | TIR Missed: No | 0.00 |
| Rural North Desktop Support | | Kim Ratushniak | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000621933 | Craig Smith | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Desktop Support | | Troy Buchanan | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000621934 | Craig Smith | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Desktop Support | | Troy Buchanan | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000621935 | Samantha Keele | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Desktop Support | | Troy Buchanan | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000621936 | Melinda Cook | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Desktop Support | | Troy Buchanan | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000621939 | Matthew Coates | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Desktop Support | | Troy Buchanan | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000621940 | Sean Mckane | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Desktop Support | | Troy Buchanan | Corrections | Low | Closed | TTR Missed: No | 0.00 |

## Corrections

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| INC000000621945 | Robert Moen | Application | Password | Utah Master Directory | | TIR Missed: No | 0.00 |
| Help Desk | | James Stearns | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000621972 | Tracy Curtis | None | None | Gmail | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Ross Owen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000621997 | Terry Banks | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000622002 | Elizabeth M Smith | EIS Hardware | Printer | None | | TIR Missed: No | 0.15 |
| Strategic Communications | | Luis Larios | Corrections | Low | Closed | TTR Missed: No | 5.99 |
| INC000000622027 | Peter Holt | PC/Laptop | Error | None | | TIR Missed: No | 0.09 |
| Metro C Desktop Support | | Benjamin Moore | Corrections | Low | Closed | TTR Missed: No | 0.67 |
| INC000000622031 | James Gull | Application | Password | Utah Master Directory | | TIR Missed: No | 0.12 |
| Help Desk | | Brenda Treadway | Corrections | Low | Closed | TTR Missed: No | 0.12 |
| INC000000622037 | Tim Scott | None | None | Gmail | | TIR Missed: No | 0.17 |
| Metro C Help Desk | | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.17 |
| INC000000622041 | Nancy Howard | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000622075 | Michelle Bartlett | EIS Hardware | Printer | None | | TIR Missed: No | 0.69 |
| Strategic Communications | | Dennis Rogers | Corrections | Low | Closed | TTR Missed: No | 5.65 |
| INC000000622110 | Michelle Christenson | None | None | Gmail | | TIR Missed: No | 0.16 |
| Metro C Help Desk | | Chris Olson | Corrections | Low | Closed | TTR Missed: No | 0.16 |
| INC000000622118 | Judith Henley | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cliff Jensen | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000622138 | Raymond Knight | Print/Copy/Scan/Fax | None | None | | TIR Missed: No | 0.12 |
| Metro C Desktop Support | | Ken Knobel | Corrections | Low | Closed | TTR Missed: No | 0.42 |
| INC000000622160 | Suzanne Zorn | EIS Hardware | Printer | None | | TIR Missed: No | 0.21 |
| Strategic Communications | | Luis Larios | Corrections | Low | Closed | TTR Missed: Yes | 8.75 |
| INC000000622196 | Brenda Oliekan | Network | None | None | | TIR Missed: No | 0.18 |
| Rural North Desktop Support | | Neil Smedley | Corrections | Low | Closed | TTR Missed: No | 0.18 |
| INC000000622229 | Aaron Flood | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cliff Jensen | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000622269 | Suzanne Young | None | None | Gmail | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000622298 | Elissa Duckworth | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cliff Jensen | Corrections | Low | Closed | TTR Missed: No | 0.00 |

**Corrections**

| INC000000622343 | Andy Billings | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|
| Rural North Desktop Support | Ruston McKay | | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000622366 | Katie Carver | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000622404 | Lonnie Cox | None | None | None | TIR Missed: No | 0.41 |
| Metro C Desktop Support | Troy Buchanan | | Corrections | Low | Closed | TTR Missed: No | 1.27 |

| INC000000622508 | Scott Christensen | Mobile Devices | Error | Novell GroupWise PDA Connect | TIR Missed: No | 0.59 |
| Metro C Help Desk | Reed Stohel | | Corrections | Low | Closed | TTR Missed: No | 0.59 |

| INC000000622514 | Jeremy Poor | Mobile Devices | Error | Gmail | TIR Missed: No | 0.54 |
| Metro C Help Desk | Reed Stohel | | Corrections | Low | Closed | TTR Missed: No | 0.54 |

| INC000000622635 | Tammy Hart | None | None | None | TIR Missed: No | 0.00 |
| Metro A Help Desk | Liz Evans | | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000622637 | Tammy Hart | None | None | None | TIR Missed: No | 0.00 |
| Metro C Desktop Support | Tammy Black | | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000622688 | Kyle B Larson | None | None | ZENworks for Desktops | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000622691 | Victor Alzamora | Print/Copy/Scan/Fax | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000622694 | Richard Port | None | None | ZENworks for Desktops | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000622706 | Carolyn Nordell | None | None | ZENworks for Desktops | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000622720 | Glenda Torgerson | Application | Error | ZENworks for Desktops | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cliff Jensen | | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000622733 | Rex Hansen | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cliff Jensen | | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000622738 | Jennifer Starks | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000622762 | Terron O Barney | Network | Incident | ZENworks for Desktops | TIR Missed: No | 0.14 |
| Rural South Desktop Support | Julie Christensen | | Corrections | Low | Closed | TTR Missed: No | 0.14 |

| INC000000622772 | David Worthington | PC/Laptop | None | None | TIR Missed: No | 0.17 |
| Metro C Desktop Support | Ken Knobel | | Corrections | Low | Closed | TTR Missed: No | 0.53 |

| INC000000622823 | Stan Christensen | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | | Corrections | Low | Closed | TTR Missed: No | 0.00 |

## Corrections

| INC000000622826 | Katy Hilton | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|
| Metro C Help Desk | | Cliff Jensen | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000622840 | Todd Dixon | None | None | None | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | | Ron LeBaron | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000622848 | Kellie Richardson | None | None | None | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | | Ron LeBaron | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000622854 | Valerie Willden | Application | Error | Internet Explorer | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cliff Jensen | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000622861 | Betty Jo Tripp | None | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000622873 | Matthew Peterson | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000622882 | Kerry Lewis | None | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000622895 | Phillip Bourgeois | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cliff Jensen | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000622971 | Jerry Burnham | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cliff Jensen | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000622975 | Lazaro Gonzalez | None | None | ZENworks for Desktops | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000623019 | Jennifer Starks | Network | None | None | TIR Missed: No | 0.08 |
| Storage Services | | Robert England | Corrections | Low | Closed | TTR Missed: No | 0.08 |
| INC000000623042 | Jeanette Anderson | Application | Error | Gmail | TIR Missed: No | 0.58 |
| Metro C Help Desk | | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.58 |
| INC000000623045 | Jeanette Anderson | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000623070 | Brad Huff | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000623076 | Denise Guerrero | Network | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000623108 | Josh Jepson | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cliff Jensen | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000623150 | Daniel Cox | PC/Laptop | Performance | None | TIR Missed: No | 0.51 |
| Rural South Desktop Support | | Doug Thornton | Corrections | Low | Closed | TTR Missed: No | 0.51 |

**Corrections**

| INC000000623168 | Iqbal Hossain | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | 0.05 |
| | Metro C Desktop Support | Ken Knobel | Corrections | Low | Closed | TTR Missed: No | 0.05 |

| INC000000623190 | Jeanette Anderson | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Ross Owen | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000623228 | Taylor Snarr | None | None | Mozilla Firefox | TIR Missed: No | 0.27 |
| | Metro C Desktop Support | Benjamin Moore | Corrections | Low | Closed | TTR Missed: No | 0.27 |

| INC000000623271 | Amanda V Robinson | Application | Error | Gmail | TIR Missed: Yes | 1.55 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 1.55 |

| INC000000623279 | Ashlea Anderson | Network | None | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000623337 | Clayton Ricord | None | None | None | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Liz Evans | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000623352 | Michelle Glover | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Ross Owen | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000623413 | Kathy M Robertson | None | None | ZENworks for Desktops | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000623422 | Wendy Reece | Application | Password | Utah Master Directory | TIR Missed: No | 0.00 |
| | Help Desk | James Stearns | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000623423 | Linda Pedro | Application | Password | Utah Master Directory | TIR Missed: No | 0.00 |
| | Help Desk | James Stearns | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000623445 | Chris Abbott | None | None | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000623455 | Michelle Bartlett | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | 0.31 |
| | Metro C Desktop Support | Ken Knobel | Corrections | Low | Closed | TTR Missed: No | 0.31 |

| INC000000623464 | Stephen Boban | Application | Error | ZENworks for Desktops | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000623496 | Anthony Willis | Application | Error | Internet Explorer | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000623508 | Joy Hunsaker | None | None | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000623511 | Jerry Burnham | PC/Laptop | None | None | TIR Missed: No | 0.05 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 1.84 |

| INC000000623547 | Karl Kennington | Network | Incident | Microsoft Windows XP Professic | TIR Missed: Yes | 2.69 |
| | Rural North Desktop Support | Kim Ratushniak | Corrections | Low | Closed | TTR Missed: No | 2.69 |

## Corrections

| INC000000623572 | Roel Cortez | Application | Error | Internet Explorer | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000623645 | Kristy F Nielson | PC/Laptop | None | None | TIR Missed: No | 0.02 |
| | Rural South Desktop Support | Julie Christensen | Corrections | Low | Closed | TTR Missed: No | 0.02 |

| INC000000623713 | David A Jensen | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Ross Owen | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000623716 | Jennifer Mortensen | Network | Password | Utah Master Directory | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Jay Barfuss | Corrections | Low | Resolved | TTR Missed: No | 0.27 |

| INC000000623736 | Joni Trujillo | None | None | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Ross Owen | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000623779 | Mike Blankenship | Application | Error | Offender Tracking | TIR Missed: No | 0.57 |
| | Metro C Help Desk | Ross Owen | Corrections | Low | Closed | TTR Missed: No | 2.58 |

| INC000000623807 | Brittney McIntyre | None | None | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Ross Owen | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000623873 | Kathy Memmott | None | None | ZENworks for Desktops | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000623910 | Tracy Moore | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000623949 | Shawn Kiracofe | None | None | Sybase SQL Anywhere | TIR Missed: No | 0.08 |
| | Metro C Desktop Support | Ken Knobel | Corrections | Low | Closed | TTR Missed: No | 0.08 |

| INC000000623958 | Joe Hughes | Application | Error | Utah Department of Corrections | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000623962 | James Campos | None | None | None | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Wayne Higgs | Corrections | Low | Closed | TTR Missed: No | 2.04 |

| INC000000623964 | Darla King | None | None | None | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Wayne Higgs | Corrections | Low | Closed | TTR Missed: No | 2.01 |

| INC000000623967 | Debbie Gates | None | None | None | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Wayne Higgs | Corrections | Low | Closed | TTR Missed: No | 1.95 |

| INC000000624019 | James Clegg | Network | Incident | None | TIR Missed: No | 0.73 |
| | Rural North Desktop Support | Ryan Casey | Corrections | Low | Closed | TTR Missed: No | 0.73 |

| INC000000624026 | Bruce Fordham | None | None | None | TIR Missed: No | 0.57 |
| | Rural Central Desktop Support | Ron LeBaron | Corrections | Low | Closed | TTR Missed: No | 0.61 |

| INC000000624052 | Brenda Oliekan | Print/Copy/Scan/Fax | None | None | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ryan Casey | Corrections | Low | Closed | TTR Missed: No | 0.00 |

**Corrections**

| INC000000624099 | Kyle B Larson | None | None | Navision Offender and Recipien | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000624105 | Curt Garner | Mainframe | Password | BlueZone | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000624145 | Jenn Fitzgerald | Application | Error | ZENworks for Desktops | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000624184 | Jayme Marshall | None | None | None | TIR Missed: No | 0.00 |
| | Metro C Desktop Support | Benjamin Moore | Corrections | Low | Closed | TTR Missed: No | 0.09 |

| INC000000624186 | Joni Trujillo | None | None | None | TIR Missed: No | 0.00 |
| | Metro C Desktop Support | Benjamin Moore | Corrections | Low | Closed | TTR Missed: No | 0.09 |

| INC000000624187 | Shawn Kiracofe | None | None | None | TIR Missed: No | 0.00 |
| | Metro C Desktop Support | Benjamin Moore | Corrections | Low | Closed | TTR Missed: Yes | 6.03 |

| INC000000624220 | Matt Shebilske | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000624269 | Judy Elieson | EIS Hardware | Printer | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000624285 | John Capell | Application | Error | Offender Tracking | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000624311 | Dustin Veater | Application | Error | Offender Tracking | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000624355 | John Capell | Application | None | None | TIR Missed: No | 0.03 |
| | Metro C Desktop Support | Benjamin Moore | Corrections | Low | Closed | TTR Missed: No | 0.09 |

| INC000000624429 | Michael Carver | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Kim Ratushniak | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000624496 | Darlene Peterson | None | None | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000624538 | Tammy Hart | Application | Error | ZENworks for Desktops | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000624606 | Elizabeth L Byrne | Application | Error | Offender Tracking | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000624623 | Josh Cahoon | None | None | None | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ryan Casey | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000624694 | Kent Davis | Application | None | None | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Paul Petersen | Corrections | Low | Closed | TTR Missed: No | 0.10 |

## Corrections

| Incident | Name | Category 1 | Category 2 | Item | TIR Missed | | Value |
|---|---|---|---|---|---|---|---|
| INC000000624709 | Delroi Warnock | None | None | None | TIR Missed: | No | 0.00 |
| | Metro A Help Desk | Liz Evans | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000624716 | Reid Bean | Print/Copy/Scan/Fax | None | None | TIR Missed: | No | 0.00 |
| | Rural South Desktop Support | Lance Nay | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000624717 | David Lowry | PC/Laptop | None | None | TIR Missed: | No | 0.00 |
| | Rural South Desktop Support | Lance Nay | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000624744 | Brian Workman | PC/Laptop | None | None | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000624792 | Emily McRoberts | Application | Reporting | None | TIR Missed: | No | 0.99 |
| | Rural North Desktop Support | Ryan Casey | Corrections | Low | Closed | TTR Missed: No | 0.99 |
| INC000000624801 | Craig Buchanan | PC/Laptop | Performance | Microsoft Windows 7 | TIR Missed: | No | 0.18 |
| | Rural South Desktop Support | Cole Gifford | Corrections | Low | Closed | TTR Missed: No | 0.25 |
| INC000000624811 | Deborah Oviatt | None | None | None | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000624812 | Todd Carter | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000624834 | Wendy Ward | Application | Error | ZENworks for Desktops | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000624844 | Gena Caldwell | Application | Error | Gmail | TIR Missed: | Yes | 2.23 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 2.23 |
| INC000000624859 | Sally Eakins | PC/Laptop | Hardware | None | TIR Missed: | No | 0.11 |
| | Metro C Desktop Support | Ed Radke | Corrections | Low | Closed | TTR Missed: No | 2.91 |
| INC000000624879 | Kim G Miller | None | None | None | TIR Missed: | No | 0.00 |
| | Rural North Desktop Support | Ryan Casey | Corrections | Low | Closed | TTR Missed: No | |
| INC000000624932 | David D Rutledge | Network | None | None | TIR Missed: | No | 0.19 |
| | Metro C Hosting | Dana McDonald | Corrections | Low | Resolved | TTR Missed: No | 0.19 |
| INC000000624936 | Joni Trujillo | Print/Copy/Scan/Fax | Incident | None | TIR Missed: | No | 0.15 |
| | Metro C Desktop Support | Ed Radke | Corrections | Low | Closed | TTR Missed: Yes | 6.87 |
| INC000000624968 | Julie Wardle | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Ross Owen | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000625000 | DeeAnn J Stohel | Print/Copy/Scan/Fax | Queue | None | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000625050 | Raymond Knight | None | None | Navision Offender and Recipien | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Ross Owen | Corrections | Low | Closed | TTR Missed: No | 0.00 |

## Corrections

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| INC000000625107 | Katie Carver | None | None | None | | TIR Missed: No | 0.00 |
| Rural North Desktop Support | Ryan Casey | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000625108 | Vernon Herrst II | Application | Password | Utah Master Directory | | TIR Missed: No | 0.43 |
| Help Desk | Julie VanBeekum | Corrections | Low | Closed | TTR Missed: No | 0.60 |
| INC000000625156 | Laurie Carter | Network | Password | None | | TIR Missed: No | 0.00 |
| Rural North Desktop Support | Kim Ratushniak | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000625163 | Andy Billings | Network | Password | None | | TIR Missed: No | 0.00 |
| Rural North Desktop Support | Kim Ratushniak | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000625167 | Vaughn Howard | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Ross Owen | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000625182 | Karl Kennington | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| Rural North Desktop Support | Kim Ratushniak | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000625183 | Andy Billings | Network | Incident | None | | TIR Missed: No | 0.00 |
| Rural North Desktop Support | Kim Ratushniak | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000625196 | Steve Yeates | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| Rural North Desktop Support | Kim Ratushniak | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000625197 | John Kelley | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| Rural North Desktop Support | Kim Ratushniak | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000625265 | Matthew Everett | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Desktop Support | Troy Buchanan | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000625266 | Karl Christiansen | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Desktop Support | Troy Buchanan | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000625267 | Tolby Pot | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Desktop Support | Troy Buchanan | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000625268 | Jeff Gramse | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Desktop Support | Troy Buchanan | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000625269 | Bruce Young | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Desktop Support | Troy Buchanan | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000625271 | Casondra Earl | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Desktop Support | Troy Buchanan | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000625310 | John Capell | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000625315 | Norman Scown | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |

## Corrections

| INC000000625321 | Donald Morrell | None | None | None | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|
| Metro C Desktop Support | Troy Buchanan | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000625326 | Ross Conner | None | None | None | TIR Missed: No | 0.00 |
| Metro C Desktop Support | Troy Buchanan | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000625329 | Dave Philpot | None | None | None | TIR Missed: No | 0.00 |
| Metro C Desktop Support | Troy Buchanan | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000625371 | Brent Keller | PC/Laptop | Hardware | None | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Paul Petersen | Corrections | Low | Closed | TTR Missed: No | 2.43 |
| INC000000625390 | MaryAnn Reding | Network | None | None | TIR Missed: No | 0.02 |
| Metro C Hosting | Jonathan Foster | Corrections | Low | Closed | TTR Missed: No | 0.02 |
| INC000000625403 | Judith Henley | Network | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000625405 | Andrea Wilmot | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cliff Jensen | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000625413 | Emily McRoberts | Network | None | None | TIR Missed: No | 0.19 |
| Rural North Desktop Support | Neil Smedley | Corrections | Low | Resolved | TTR Missed: No | 0.19 |
| INC000000625456 | Tom Patterson | PC/Laptop | Error | None | TIR Missed: No | 0.17 |
| Metro C Desktop Support | Benjamin Moore | Corrections | High | Closed | TTR Missed: No | 0.94 |
| INC000000625476 | Jim Ingle Jr | Application | Password | Utah Master Directory | TIR Missed: No | 0.07 |
| Help Desk | Brenda Treadway | Corrections | Low | Closed | TTR Missed: No | 0.07 |
| INC000000625478 | Felicia Lagarce | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000625539 | Andrea Wilmot | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000625545 | Debbie Duncan | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cliff Jensen | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000625549 | Christopher M Carlton | None | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Ross Owen | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000625560 | Jane Chamberlain | Application | Password | Utah Master Directory | TIR Missed: No | 0.76 |
| Metro C Help Desk | Ross Owen | Corrections | Low | Closed | TTR Missed: No | 1.41 |
| INC000000625601 | Barbara W Peterson | Application | Error | ZENworks for Desktops | TIR Missed: No | 0.42 |
| Rural South Desktop Support | Julie Christensen | Corrections | Low | Resolved | TTR Missed: No | 0.77 |
| INC000000625656 | Kurt Jarman | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | 0.00 |
| Rural North Desktop Support | Ruston McKay | Corrections | Low | Closed | TTR Missed: No | 0.00 |

## Corrections

| INC000000625681 | Brandon Smalling | Application | Error | Gmail | TIR Missed: | Yes | 6.98 |
|---|---|---|---|---|---|---|---|
| Application Services | Martin Gonzalez | Corrections | Low | Resolved | TTR Missed: | Yes | 6.98 |
| **INC000000625692** | William Madsen | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Ross Owen | Corrections | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000625703** | DeeAnn J Stohel | None | None | None | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Ross Owen | Corrections | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000625715** | Colleen Jones | Application | Password | Utah Master Directory | TIR Missed: | No | 0.12 |
| Metro C Help Desk | Ross Owen | Corrections | Low | Resolved | TTR Missed: | No | 0.17 |
| **INC000000625722** | Clay Jensen | Mainframe | Password | BlueZone | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000625768** | Tolby Pot | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Ross Owen | Corrections | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000625790** | Jackie Pino | Application | None | None | TIR Missed: | No | 0.00 |
| Rural Central Desktop Support | Paul Petersen | Corrections | Low | Resolved | TTR Missed: | No | 4.93 |
| **INC000000625809** | Robert Feland III | Print/Copy/Scan/Fax | None | None | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000625865** | Kyle Andersen | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000625882** | Charity A Anderson | Network | Incident | None | TIR Missed: | No | 0.79 |
| Rural Central Desktop Support | Jessica Purcell | Corrections | Low | Closed | TTR Missed: | No | 0.79 |
| **INC000000625884** | Kay Tracy | Application | Error | Internet Explorer | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Ross Owen | Corrections | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000625890** | Jeffery Gainey | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Cliff Jensen | Corrections | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000625894** | Simon Fuller | None | None | Offender Tracking | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Ross Owen | Corrections | Low | Closed | TTR Missed: | No | 1.59 |
| **INC000000625905** | Emily Hirst | Application | Error | None | TIR Missed: | No | 0.70 |
| Rural North Desktop Support | Ryan Casey | Corrections | Low | Closed | TTR Missed: | No | 0.70 |
| **INC000000626026** | Frank Thatcher III | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000626061** | Chris Abbott | None | None | None | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000626093** | Emily Hirst | Network | None | None | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: | No | 0.00 |

| Corrections | | | | | | | |

| INC000000626103 | Christopher M Carlton | Network | None | None | | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|---|
| Metro C Help Desk | | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000626108 | Gina Proctor | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000626114 | Annette Hansen | Application | Error | Internet Explorer | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000626149 | Mannie Gonzalez Jr | PC/Laptop | None | None | | TIR Missed: No | 0.50 |
| Rural North Desktop Support | | Ryan Casey | Corrections | Low | Closed | TTR Missed: No | 0.50 |
| INC000000626189 | Dorian Cantrell | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000626197 | Brian Strong | None | None | Gmail | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000626201 | Michael Buchanan | Application | Password | Utah Master Directory | | TIR Missed: No | 0.73 |
| Help Desk | | James Stearns | Corrections | Low | Closed | TTR Missed: No | 0.73 |
| INC000000626204 | Kent Davis | Application | None | Internet Explorer | | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | | Paul Petersen | Corrections | Low | Closed | TTR Missed: No | 1.58 |
| INC000000626209 | Gina Jones | Application | None | None | | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | | Paul Petersen | Corrections | Low | Closed | TTR Missed: No | 1.56 |
| INC000000626236 | Michelle Penovich | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |
| INC000000626288 | J Lowe Barton | PC/Laptop | Error | None | | TIR Missed: No | 0.71 |
| Rural South Desktop Support | | Silas Aitchison | Corrections | Low | Resolved | TTR Missed: No | 0.71 |
| INC000000626295 | Jill Savicki | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | | Paul Petersen | Corrections | Low | Closed | TTR Missed: No | 0.44 |
| INC000000626312 | Craig Burr | Mobile Devices | Error | None | | TIR Missed: No | 0.70 |
| Application Services | | Danielle Hood | Corrections | Low | Closed | TTR Missed: No | 0.70 |
| INC000000626345 | Matthew Rigby | Application | Password | Utah Master Directory | | TIR Missed: No | 0.27 |
| Help Desk | | James Stearns | Corrections | Low | Closed | TTR Missed: No | 0.27 |
| INC000000626377 | Kendrick Hawkes | Network | Error | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Ross Owen | Corrections | Low | Closed | TTR Missed: No | 0.30 |
| INC000000626398 | Matthew Rigby | Application | Password | None | | TIR Missed: No | 0.17 |
| Metro C Help Desk | | Ross Owen | Corrections | Low | Closed | TTR Missed: No | 0.30 |
| INC000000626401 | Randall Patten | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| Corrections | | | | | | | |
|---|---|---|---|---|---|---|---|

| INC000000626412 | Bonnie Broadhead | None | None | Navision Offender and Recipien | TIR Missed: | No | 0.00 |
|---|---|---|---|---|---|---|---|
| Metro C Desktop Support | Benjamin Moore | Corrections | | Low | Closed | TTR Missed: No | 1.88 |
| INC000000626428 | John Kelley | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Ross Owen | Corrections | | Low | Closed | TTR Missed: No | 0.00 |
| INC000000626453 | Jason Fairbanks | None | None | Gmail | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Ross Owen | Corrections | | Low | Closed | TTR Missed: No | 0.00 |
| INC000000626518 | Judith Henley | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Ross Owen | Corrections | | Low | Closed | TTR Missed: No | 0.00 |
| INC000000626539 | James Olin | Network | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | Corrections | | Low | Closed | TTR Missed: No | 0.00 |
| INC000000626541 | Emily McRoberts | None | None | None | | TIR Missed: No | 0.00 |
| Rural North Desktop Support | Ryan Casey | Corrections | | Low | Closed | TTR Missed: No | 0.00 |
| INC000000626580 | Katy Hilton | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro C Help Desk | Ross Owen | Corrections | | Low | Closed | TTR Missed: No | 0.00 |
| INC000000626605 | Lynda Roberts | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | Corrections | | Low | Closed | TTR Missed: No | 0.00 |
| INC000000626718 | Donovan P Starks | None | None | Gmail | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | Corrections | | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000626727 | Lisa Cloyd | Network | None | None | | TIR Missed: No | 0.00 |
| Metro C Hosting | Robert England | Corrections | | Low | Resolved | TTR Missed: Yes | 8.47 |
| INC000000626729 | Kyle B Larson | Network | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | Corrections | | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000626733 | Russ Armstrong | None | None | ZENworks for Desktops | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | Corrections | | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000626735 | John L Baxter | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | Corrections | | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000626741 | Corey Mcewan | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | Corrections | | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000626759 | Jerrid Dockery | Network | Password | None | | TIR Missed: No | 0.16 |
| Rural Central Desktop Support | Paul Petersen | Corrections | | Low | Resolved | TTR Missed: No | 0.48 |
| INC000000626816 | Aleata Baird | None | None | None | | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Ron LeBaron | Corrections | | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000626862 | Jeremy Brown | Application | Error | Offender Tracking | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Ross Owen | Corrections | | Low | Resolved | TTR Missed: No | 0.00 |

| Corrections | | | | | | |
|---|---|---|---|---|---|---|

| INC000000626873 | Joseph S Doman | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|
| Metro C Help Desk | | Cliff Jensen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000626909 | Holly Neville | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cliff Jensen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000626910 | Jennifer Weindorf | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Ross Owen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000626918 | Daniel Hays | Application | Error | ZENworks for Desktops | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cliff Jensen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000626941 | Michelle Penovich | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cliff Jensen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000626990 | Ron G Kelley | Application | Error | Internet Explorer | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cliff Jensen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000627040 | Coylene Brinkerhoff | None | None | Utah Master Directory | TIR Missed: No | 0.56 |
| Capitol Hosting | | Kyle Burkhardt | Corrections | Low | Resolved | TTR Missed: No | 1.84 |
| INC000000627181 | Joshua Weishar | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Reed Stohel | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000627202 | Brittney McIntyre | Network | Password | None | TIR Missed: Yes | 2.59 |
| Metro C Help Desk | | Ross Owen | Corrections | Low | Resolved | TTR Missed: Yes | 2.59 |
| INC000000627236 | Shianne Conover | None | None | Gmail | TIR Missed: No | 0.06 |
| Metro C Help Desk | | Reed Stohel | Corrections | Low | Resolved | TTR Missed: No | 0.06 |
| INC000000627252 | Craig Bennett | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cliff Jensen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000627304 | Channa Anderson | None | None | None | TIR Missed: No | 0.00 |
| Rural South Desktop Support | | Lane Adams | Corrections | Low | Resolved | TTR Missed: No | 0.01 |
| INC000000627306 | Brenda Oliekan | None | None | None | TIR Missed: No | 0.00 |
| Rural North Desktop Support | | Ryan Casey | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000627320 | David Lowry | Application | None | None | TIR Missed: No | 0.00 |
| Rural South Desktop Support | | Lance Nay | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000627321 | Anastacia Kluge | Application | None | Gmail | TIR Missed: No | 0.75 |
| Application Services | | Danielle Hood | Corrections | Low | Resolved | TTR Missed: No | 0.80 |
| INC000000627375 | Tara Clanton | None | None | None | TIR Missed: No | 0.00 |
| Metro C Desktop Support | | Jeff Curtis | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000627411 | Coylene Brinkerhoff | None | None | Gmail | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Reed Stohel | Corrections | Low | Resolved | TTR Missed: No | 0.00 |

**Corrections**

| Incident | Name | Type | Category | Product | TIR Missed | | Value |
|---|---|---|---|---|---|---|---|
| INC000000627465 | Bryan D Johnson | None | None | None | TIR Missed: | No | 0.00 |
| | Metro C Desktop Support | Troy Buchanan | Corrections | Low | Resolved | TTR Missed: No | 0.59 |
| INC000000627469 | Joseph Baker | None | None | None | TIR Missed: | No | 0.00 |
| | Metro C Desktop Support | Troy Buchanan | Corrections | Low | Resolved | TTR Missed: No | 0.94 |
| INC000000627471 | Traci Anderson | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000627476 | Katy Hilton | Network | None | None | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000627496 | Emily McRoberts | None | None | Novell Client for 32-bit Windows | TIR Missed: | No | 0.72 |
| | Rural North Desktop Support | Ryan Casey | Corrections | Low | Resolved | TTR Missed: No | 0.72 |
| INC000000627498 | Jeff R Reed | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000627523 | Ed Thacker | Print/Copy/Scan/Fax | Incident | None | TIR Missed: | No | 0.00 |
| | Rural Central Desktop Support | Todd Hardy | Corrections | Low | Resolved | TTR Missed: No | 1.66 |
| INC000000627533 | Jennifer Shipman | PC/Laptop | None | None | TIR Missed: | No | 0.79 |
| | Metro C Desktop Support | Tammy Black | Corrections | Low | Resolved | TTR Missed: No | 0.79 |
| INC000000627562 | Betty Jo Tripp | None | None | None | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000627585 | Susan Hefner | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000627592 | Matthew Bradley | None | None | None | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000627635 | Gavin Stewart | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Ross Owen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000627640 | Greg F Smith | None | None | Cisco AnyConnect VPN Client | TIR Missed: | No | 0.00 |
| | Network Operations | Brant Davis | Corrections | Low | Resolved | TTR Missed: No | 1.01 |
| INC000000627723 | Christopher Bird | Network | Incident | None | TIR Missed: | No | 0.95 |
| | Metro C Desktop Support | Tammy Black | Corrections | Low | Resolved | TTR Missed: No | 0.95 |
| INC000000627725 | J Lowe Barton Jr | Application | Error | Internet Explorer | TIR Missed: | Yes | 1.01 |
| | Rural South Desktop Support | Silas Aitchison | Corrections | Low | Resolved | TTR Missed: No | 1.01 |
| INC000000627880 | Tyler Tracy | None | None | None | TIR Missed: | No | 0.00 |
| | Metro C Desktop Support | Troy Buchanan | Corrections | Low | Resolved | TTR Missed: No | 0.73 |
| INC000000627884 | Jeff Higginson | None | None | None | TIR Missed: | No | 0.00 |
| | Metro C Desktop Support | Troy Buchanan | Corrections | Low | Resolved | TTR Missed: No | 0.66 |

## Corrections

| Incident | Customer | Category | Type | Item | TIR/TTR Missed | Value |
|----------|----------|----------|------|------|----------------|-------|
| INC000000627886 | Sandra Errigo | None | None | None | TIR Missed: No | 0.00 |
| | Metro C Desktop Support | Troy Buchanan | Corrections | Low | Resolved | TTR Missed: No | 0.64 |
| INC000000627896 | Dan W Blanchard | None | None | None | TIR Missed: No | 0.00 |
| | Metro C Desktop Support | Troy Buchanan | Corrections | Low | Resolved | TTR Missed: No | 0.43 |
| INC000000627914 | Norman Scown | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000627953 | Jeff Woodall | Application | Password | Utah Master Directory | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Ross Owen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000627994 | Russ Armstrong | Application | Error | ZENworks for Desktops | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000628012 | Tracy Shock | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000628019 | Heather Brady | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000628025 | Tim Green | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000628033 | Jerry Hardy | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000628041 | Warren Blain | Mainframe | Password | BlueZone | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000628049 | Tracy Shock | None | None | Gmail | TIR Missed: Yes | 1.89 |
| | Metro C Help Desk | Ross Owen | Corrections | Low | Resolved | TTR Missed: No | 2.02 |
| INC000000628055 | Tracy Shock | Application | Error | Gmail | TIR Missed: No | 0.70 |
| | Metro C Help Desk | Chris Olson | Corrections | Low | Resolved | TTR Missed: No | 0.70 |
| INC000000628062 | Ashlee Barrett | Telecom | Voice Mail | Telephone | TIR Missed: No | 0.49 |
| | Voice Operations | Romanza Hamblin Sorensen | Corrections | Low | Resolved | TTR Missed: No | 0.61 |
| INC000000628090 | Christopher Kishiyama | None | None | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000628107 | Jennifer Mortensen | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000628113 | Lynn Walk | PC/Laptop | Error | None | TIR Missed: No | 0.00 |
| | Rural South Desktop Support | Cole Gifford | Corrections | Low | Resolved | TTR Missed: No | 5.66 |
| INC000000628133 | William Anderson | Application | Error | None | TIR Missed: No | 0.00 |
| | Rural South Desktop Support | Cole Gifford | Corrections | Low | Resolved | TTR Missed: No | 0.00 |

**Corrections**

| INC000000628144 | Sheila Anderson | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|
| Metro C Help Desk | | Ross Owen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000628151 | Jackie Godfrey | None | None | None | TIR Missed: No | 0.00 |
| Metro C Desktop Support | | Jeff Curtis | Corrections | Low | Resolved | TTR Missed: No | 0.03 |
| INC000000628173 | Julie Matson | None | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Ross Owen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000628175 | Jacob Wolsey | None | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Ross Owen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000628176 | Clinton Lund | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Ross Owen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000628180 | Debra James | None | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Ross Owen | Corrections | Low | Resolved | TTR Missed: No | |
| INC000000628195 | Dave Caudill | None | None | None | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | | Ron LeBaron | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000628231 | Anna Dee Gould | Application | Error | Microsoft Windows XP Professi | TIR Missed: No | 0.20 |
| Rural North Desktop Support | | Kim Ratushniak | Corrections | Low | Resolved | TTR Missed: No | 0.20 |
| INC000000628253 | Charlene Lopez | Application | Error | ZENworks for Desktops | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cliff Jensen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000628263 | Kyle Crane | Application | Error | Internet Explorer | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cliff Jensen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000628268 | Nathan Eldridge | None | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Ross Owen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000628315 | Kerry Montague | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cliff Jensen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000628317 | John Tolman | Application | Password | Utah Master Directory | TIR Missed: No | 0.35 |
| Help Desk | | Julie VanBeekum | Corrections | Low | Resolved | TTR Missed: No | 0.95 |
| INC000000628328 | Judith Henley | PC/Laptop | Password | None | TIR Missed: No | 0.32 |
| Metro C Help Desk | | Ross Owen | Corrections | Low | Resolved | TTR Missed: No | 0.65 |
| INC000000628331 | Brad Wilson | Application | Error | ZENworks for Desktops | TIR Missed: No | 0.00 |
| Rural South Desktop Support | | Cole Gifford | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000628336 | Simon Fuller | None | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Ross Owen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000628338 | Wayne Larson | PC/Laptop | Error | Microsoft Windows XP Professi | TIR Missed: No | 0.00 |
| Rural South Desktop Support | | Cole Gifford | Corrections | Low | Resolved | TTR Missed: No | 0.00 |

**Corrections**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| INC000000628340 | Jason C Davis | Application | Password | None | | TIR Missed: No | 0.21 |
| | Metro C Help Desk | Ross Owen | Corrections | Low | Resolved | TTR Missed: No | 0.61 |
| INC000000628386 | David Berryman | Application | Error | Microsoft Windows 7 | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Kim Ratushniak | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000628387 | Anna Dee Gould | Application | Error | Microsoft Windows 7 | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Kim Ratushniak | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000628389 | Caroline McGee | Application | Error | Microsoft Windows 7 | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Kim Ratushniak | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000628393 | Steve Yeates | Application | Error | Offender Tracking | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Kim Ratushniak | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000628505 | Charles Hobbs | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000628547 | Blitch Shuman | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000628604 | Owen Albrecht | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000628624 | Debra James | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Ross Owen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000628707 | Dave Caudill | None | None | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Ron LeBaron | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000628717 | Nels Cook | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000628739 | Bruce Wilcox | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Ross Owen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000628743 | Cathy Hinckley | None | None | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Ron LeBaron | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000628744 | Oogi Parry | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Ross Owen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000628745 | Lynda Hamilton | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Ross Owen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000628797 | Marc Puckett | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Desktop Support | Tammy Black | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000628827 | Jay B Phelps | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Resolved | TTR Missed: No | 0.00 |

**Corrections**

| INC000000628841 | Avery Housekeeper | Application | Error | Utah Drivers License System | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|
| Metro C Help Desk | | Cindy Romrell | Corrections | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000628860 | David Hanna | None | None | None | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|
| Metro C Help Desk | | Reed Stohel | Corrections | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000628864 | Toby Thalman | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|
| Metro C Help Desk | | Reed Stohel | Corrections | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000628909 | Caroline McGee | None | None | VIACK video systems | TIR Missed: No | 0.05 |
|---|---|---|---|---|---|---|
| Metro C Desktop Support | | Troy Buchanan | Corrections | Low | Resolved | TTR Missed: No | 0.05 |

| INC000000628946 | Connie Christensen | Telecom | Dial Tone | Telephone | TIR Missed: No | 0.25 |
|---|---|---|---|---|---|---|
| Voice Operations | | Romanza Hamblin Sorensen | Corrections | Low | Resolved | TTR Missed: No | 0.25 |

| INC000000628955 | Kelly Swallow | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|
| Metro C Help Desk | | Reed Stohel | Corrections | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000629037 | Jaren Soto | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|
| Metro C Help Desk | | Ross Owen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000629042 | Valynn Espinoza | None | None | Cisco AnyConnect VPN Client | TIR Missed: No | 0.11 |
|---|---|---|---|---|---|---|
| Network Operations | | Brian Chatwin | Corrections | Low | Resolved | TTR Missed: No | 4.29 |

| INC000000629088 | Linda Goudreau | None | None | Utah Department of Corrections | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|
| Metro C Help Desk | | Ross Owen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000629131 | Todd Dearden | None | None | None | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|
| Metro C Help Desk | | Reed Stohel | Corrections | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000629135 | Brian Peterson | None | None | None | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|
| Metro C Help Desk | | Ross Owen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000629150 | Kyle Groves | None | None | None | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|
| Metro C Help Desk | | Ross Owen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000629157 | Duane Reed | PC/Laptop | None | None | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|
| Rural Central Desktop Support | | Ron LeBaron | Corrections | Low | Resolved | TTR Missed: No | |

| INC000000629182 | Coylene Brinkerhoff | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|
| Metro C Help Desk | | Ross Owen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000629230 | Ken Fischer | None | None | None | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|
| Metro C Desktop Support | | Tammy Black | Corrections | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000629253 | Stephen Baddley | None | None | None | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|
| Metro C Help Desk | | Reed Stohel | Corrections | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000629275 | Debbie Parenzin | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|
| Metro C Help Desk | | Reed Stohel | Corrections | Low | Resolved | TTR Missed: No | 0.00 |

## Corrections

| INC000000629281 | Daniel Gordon | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|
| Metro C Help Desk | Reed Stohel | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000629319 | Rick Duckworth | None | None | Gmail | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000629349 | Rohn C Peterson | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000629375 | Steve Norman | None | None | Gmail | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000629379 | Ross Williams | None | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000629384 | Suzi Padgett | Storage | Stand Alone | None | TIR Missed: No | 0.14 |
| Metro C Desktop Support | Ken Knobel | Corrections | Low | Resolved | TTR Missed: No | 0.14 |
| INC000000629489 | Kathleen Clements | None | None | None | TIR Missed: No | 0.00 |
| Capitol Desktop Support | Joshua Furgason | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000629539 | Nathan Eldridge | Application | None | Adobe Acrobat | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Paul Petersen | Corrections | Low | Resolved | TTR Missed: No | 1.34 |
| INC000000629603 | Travis Knorr | None | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Ross Owen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000629626 | Richard Campbell | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Rural North Desktop Support | Ruston McKay | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000629627 | Karl Kennington | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Rural North Desktop Support | Ruston McKay | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000629724 | Roman Hentish | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000629782 | Travis Knorr | Network | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000629791 | Denise Fullerton | Software | Operating System | None | TIR Missed: No | 0.00 |
| Rural South Desktop Support | Silas Aitchison | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000629820 | Tracey Hopkins | PC/Laptop | Password | Novell ConsoleOne | TIR Missed: No | 0.00 |
| Rural South Desktop Support | Cole Gifford | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000629824 | Mike Hart | Application | Error | Internet Explorer | TIR Missed: No | 0.00 |
| Rural South Desktop Support | Cole Gifford | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000629825 | Robert Steele | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cliff Jensen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |

**Corrections**

| INC000000629838 | Robert Steele | PC/Laptop | Password | None | | TIR Missed: No | 0.17 |
| | Metro C Desktop Support | Tammy Black | Corrections | Low | Resolved | TTR Missed: No | 1.39 |
| INC000000629875 | Debbie Kemp | PC/Laptop | None | None | | TIR Missed: No | 0.04 |
| | Metro C Desktop Support | Ken Knobel | Corrections | Low | Resolved | TTR Missed: No | 0.04 |
| INC000000629879 | Blake Beesley | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Ross Owen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000629949 | Roman Hentish | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Ross Owen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000629994 | Phil Green | Application | Password | Utah Master Directory | | TIR Missed: No | 0.13 |
| | Help Desk | Brenda Treadway | Corrections | Low | Resolved | TTR Missed: No | 0.21 |
| INC000000629995 | Phil Green | Application | Password | Utah Master Directory | | TIR Missed: No | 0.14 |
| | Help Desk | Brenda Treadway | Corrections | Low | Resolved | TTR Missed: No | 0.15 |
| INC000000629996 | James Weaver | PC/Laptop | Password | Microsoft Windows Server 2008 | | TIR Missed: No | 0.00 |
| | Rural South Desktop Support | Cole Gifford | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000629998 | Jerry Jensen | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Desktop Support | Ed Radke | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000630004 | Michelle Bartlett | EIS Hardware | None | None | | TIR Missed: No | 0.13 |
| | Strategic Communications | Luis Larios | Corrections | Low | Resolved | TTR Missed: No | 0.13 |
| INC000000630022 | Steve Turley | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Ross Owen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000630024 | Phil Green | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Ross Owen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000630025 | Tom Patterson | Gascard | Reader | None | | TIR Missed: No | 0.02 |
| | Metro C Desktop Support | Ed Radke | Corrections | Low | Resolved | TTR Missed: No | 1.42 |
| INC000000630027 | Melinda Cook | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Ross Owen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000630032 | Lynda Roberts | Application | Error | Gmail | | TIR Missed: Yes | 1.41 |
| | Metro C Help Desk | Ross Owen | Corrections | Low | Resolved | TTR Missed: No | 1.50 |
| INC000000630035 | Clayton Ricord | Application | Password | Utah Master Directory | | TIR Missed: No | 0.00 |
| | Help Desk | Vicky Marrelli | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000630066 | Cameron Daley | Network | Password | None | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Kim Ratushniak | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000630069 | Caroline McGee | Application | Error | Cisco AnyConnect VPN Client | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Kim Ratushniak | Corrections | Low | Resolved | TTR Missed: No | 0.00 |

## Corrections

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000630089** | Michael Millward | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Desktop Support | Tammy Black | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000630091** | Jeremy White | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Desktop Support | Tammy Black | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000630151** | Andrew Iacona | Network | Password | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Chris Olson | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000630159** | MaryAnn Reding | Application | None | Postini | | TIR Missed: No | 0.00 |
| | Technical Lead/Project Manager | Martin Gonzalez | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000630170** | Annie Hobbs | None | None | ZENworks for Desktops | | TIR Missed: No | 0.37 |
| | Metro C Desktop Support | Ken Knobel | Corrections | Low | Resolved | TTR Missed: No | 1.88 |
| **INC000000630191** | Michael Mayer Jr | None | None | ZENworks for Desktops | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Chris Olson | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000630196** | Darrell Meier | None | None | ZENworks for Desktops | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Chris Olson | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000630309** | Norman Andersen | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cliff Jensen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000630342** | Craig Bennett | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Ross Owen | Corrections | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000630406** | Julie Christenson | Network | Incident | None | | TIR Missed: No | 0.41 |
| | Metro C Hosting | Jonathan Foster | Corrections | Low | Resolved | TTR Missed: No | 0.41 |
| **INC000000630487** | Peter Hanohano | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Desktop Support | Tammy Black | Corrections | Low | Resolved | TTR Missed: No | 0.00 |